

Customer Communication Regarding DD process

Letter DD1

Further to your recent email I would like to apologise that we did not change your Direct Debit as you requested. We're always working hard to ensure that errors don't happen but unfortunately on this occasion we have not met your expectations. I have now changed your Direct debit as per your instruction to take effect from **Enter month i.e January's** payment.

Please accept our sincere apologies for the inconvenience caused. Should you wish to discuss this matter further then please do not hesitate to call our customer services team on 0800 953 4774.

<<Do not add ending (DELETE THIS LINE)>>

Letter DD2

Further to your request I can confirm your current Direct Debit details are:

Date: On or around **DAY** each month
Amount: Gas **£XX.XX** @ Electric **£XX.XX** each month
Account Number ending: xxxxx **LAST 3 DIGITS**

Just to let you know you can also view these and other account details by logging in to your online account 'My extraenergy'.

If you've not yet registered for 'My extraenergy' you can do so by following these simple steps:

1. Visit www.extraenergy.com/myextraenergy
2. Click the green button 'I would like to register'
3. Enter your extraenergy account number and email address linked to the account
4. You'll then receive an email to your email account (please also check your junk mail) with your 'My extraenergy' user name and a link to set your password
5. Click on the link in the email once and this will open a new website window
6. Enter your chosen password and login

Letter DD3

As a responsible energy provider, we want to help you avoid falling into debt and to do so we regularly check your direct debit payments to ensure they are correct and cover the amount of energy you are using during the year. If you are using more or less energy than we've estimated for you, your direct debit amount will also need to change.

The most common reason for us to increase a direct debit is to cover future consumption. For instance; where your previous payments haven't built up enough credit to cover those periods of the year where your consumption will naturally increase, our only option is to increase your payment amount now to ensure you don't fall into arrears.

Other typical examples of why this might happen include:

- As a new customer joining extraenergy, you provide us with your energy consumption estimate for your property as part of your application. We then set your initial direct debit payments based on this information. When we generate your first statement, if your actual consumption is higher than your estimated

consumption, we'll increase your payment.

- Your current consumption is higher than it was the last time your direct debit payments was assessed.
- You may have missed a payment or had a charge added to your account, your payment will increase to cover these items.
- Your direct debit reassessment may exceed the end date of your current fixed price deal. As we don't yet know the tariff you will select at that time, we have calculated your direct debit for that period using our variable tariff prices until your next payment re-assessment.

Letter DD4

We understand it may seem strange to increase your payments when you're already in credit. That's why we wanted to explain the reasons why this may have happened.

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The most common reason for us to increase a direct debit when credit already exists on the account, is to cover future consumption. For instance; where your previous payments haven't built up enough credit to cover those periods of the year where your consumption will naturally increase, our only option is to increase your payment amount to ensure you don't fall into arrears.

Other typical examples of why this might happen include:

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- Your current consumption is higher than it was the last time your direct debit payments was assessed.
- You may have missed a payment or had a charge added to your account, your payment will increase to cover these items.
- Your direct debit reassessment may exceed the end date of your current fixed price deal. As we don't yet know the tariff you will select at that time, we have calculated your direct debit for that period using our variable tariff prices until your next payment re-assessment.

Letter DD5

I'm sorry to hear that you didn't receive the notification we sent to inform you that your Direct Debit amount was changing. This was originally emailed to you on <<<enter date>>>. I have re-issued a copy of this email from our system for your records, please note this may take up to 48 hours to be received in your inbox.

Letter DD6

Further to your enquiry about the recent change to your direct debit, I can confirm that this was due to the reassessment we carried out when we produced your last statement. Notification of the change in amount was detailed on page 1 of the statement and also repeated on page 4.

We aim to review your account throughout the year to ensure your payments are inline with the amount of energy we expect you to use. This helps avoid a large credit or debit balance building up on the account over the course of a year.