

Recipient name

Address

Town

County

Postcode

XX Month 20XX

SSE Energy Solutions

No. 1 Forbury Place

43 Forbury Road

Reading

RG1 3JH

03457 25 25 26 

sseenergysolutions.co.uk 

Change of Direct Debit reference and name

Dear **Xxxxxxxx**,

In keeping with our desire to improve the service we offer to our customers, we've recently made some improvements to our IT systems. This means that a new name and new customer reference will be used in future to collect your Direct Debits.

In addition, from the same date, SSE Energy Supply Ltd will collect your Direct Debit rather than **<YOUR BRAND HERE>** and so our new name and new reference may appear on your bank statement against each Direct Debit collection from us.

What does this mean for me?

The good news is that you don't need to take any action to continue receiving the benefits of Direct Debit collections.

Please also be assured that this won't affect the service you receive in any way, nor will it change the way we collect Direct Debits.

You don't need to cancel your current Direct Debit

There's no need for you to complete a new Direct Debit instruction as details of the change have been communicated directly to your bank, who may also notify you independently. Additionally, you may see a comment on your bank statement advising you of the first payment under the new reference. **Your first new invoice after April 2023 will clearly show your new Direct Debit reference. The exact timing of receipt of your first invoice will depend on the frequency of your billing cycle.**

You'll continue to receive the full benefits of the Direct Debit Guarantee, as detailed overleaf. If you have any questions about the above changes, please get in touch with us on the above number.

Yours sincerely,

SSE Energy Solutions

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit SSE Energy Supply Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request SSE Energy Supply Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by SSE Energy Supply Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society – If you receive a refund you are not entitled to, you must pay it back when SSE Energy Supply Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

