

Recipient name
Address
Town
County
Postcode

SSE Energy Solutions
No. 1 Forbury Place
43 Forbury Road
Reading
RG1 3JH

MPAN / MPRN

1234 5678 91011

Change of bank details

Dear Customer,

As part of the overall improvements to our customer service we're moving all our customers to a new centralised customer management system under the SSE Energy Supply Ltd name.

Over the coming months we'll migrate your customer account information across to the new system. This means once you have been migrated the first invoice you receive should be easier to read and provide a clearer summary of your charges and transactions. The change also means there will be new customer references and new bank details under the SSE Energy Supply Ltd name for making bill payments by bank transfer.

What does this mean for me?

When you receive your new-look invoice, you will need to take action to update our bank details in your records. You can verify our new bank details by looking at your first invoice. **Only once you receive your first new 'SSE Energy Solutions' invoice, please start using the new bank details.**

Bank:	NatWest Bank	Account Name:	SSE Energy Supply Ltd
Sort code:	Will be here	Account No:	Will be here

If you need to send a remittance advice to support your payment, please send it to RemittanceAdvice@sse.com clearly quoting the relevant payment reference as explained on your bill.

If you wish to take this opportunity to sign up to pay your future bills by Direct Debit, then please complete the attached form and return it to us by email at DDMandate@sse.com.

If you have any questions about the above change, you can call us directly on: **0345 725 2526**.
Our team is available, Monday to Friday, 8.30am to 5pm.

Yours faithfully,
Aled Humphreys
Director



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

SSE Energy Supply Ltd
 No.1 Forbury Place
 43 Forbury Road
 Reading
 Berkshire
 RG1 3JH

Service user number

1	8	5	5	0	7
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Name(s) of account holder(s)

Bank/building society account number

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Branch sort code

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Name and full postal address of your bank or building society

To: <i>The Manager</i>	<i>Bank/building society</i>
Address	
Postcode	

FOR SSE ENERGY SUPPLY LTD OFFICIAL USE ONLY
 This is not part of the instruction to your bank or building society.

Instruction to your bank or building society

Please pay SSE Energy Supply Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with SSE Energy Supply Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

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Banks and building societies may not accept Direct Debit Instructions for some types of account

DDI1

This guarantee should be detached and retained by the payer.

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.