

Instructions 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:

Water Plus Correspondence PO Box 12460 Harlow, CM20 9PJ

Service user number:

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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: The Manager	Bank/building society
Address	
Post Code	

Reference: Water Plus account number. It's essential to write this number. You'll find it on the front of your bill.

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For Water Plus Limited official use only

This is not part of the instruction to your bank or building society

Please select a payment frequency:

- Variable – Payment taken at least 14 days after we issue your bill
- Monthly – Please tell us which day of the month you would like us to take your payment:
- (1-30)

Instruction to your bank or building society

Please pay Water Plus Limited 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 Water Plus Limited and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

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

DD11

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 Water Plus Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Water Plus Limited 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 Water Plus Limited 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 Water Plus Limited 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.