

# Instruction to your Bank or Building Society to pay by Direct Debit

Please complete the whole form including the Essex & Suffolk Water office use box and send it to the address above.

**Full name and address of your Bank/Building Society**

To the Manager: _____	Bank/B.Soc.
Post Code	

**Originators Identification Number**

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**Reference Number (copy from your bill)**

**Instruction to your Bank or Building Society**

Please pay Essex & Suffolk Water 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 Essex & Suffolk Water and, if so, details will be passed electronically to my Bank or Building Society.

**Name(s) of Account Holder(s)**
  

**Bank/Building Society Account Number**

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**Branch Sort Code**

(top right hand corner of your cheque)

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**Signature(s)**

**Date:**


Banks and Building Societies may not accept Direct Debit instructions for some types of account

### Information required for Essex & Suffolk Water office use only

This is not part of the instruction to your Bank or Building Society

**Customer Information**

Name: _____
Address: _____ _____ _____ _____
Telephone No: _____

**Unmetered customers**

Please tick the date you wish to be debited:

<input type="checkbox"/> <b>8th</b>	<input type="checkbox"/> <b>18th</b>	<input type="checkbox"/> <b>28th</b>
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Please debit my account each year by the following instalments:

<input type="checkbox"/> <b>1</b> April	<input type="checkbox"/> <b>2</b> April & October	<input type="checkbox"/> <b>4</b> Quarterly from April	<input type="checkbox"/> <b>10</b> Monthly from April to January
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**Metered customers**

Please tick the date you wish to be debited:

<input type="checkbox"/> <b>8th</b>	<input type="checkbox"/> <b>18th</b>	<input type="checkbox"/> <b>28th</b>
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 Please debit my account half yearly: 

 Please debit my account each year in 12 monthly instalments reviewed annually or earlier: 

 Please indicate the number of people living in the household: 

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, Essex & Suffolk Water will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Essex & Suffolk Water 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 Essex & Suffolk Water 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 Essex & Suffolk Water 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.