



**Business Solutions**

powered by **e-on**



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

Direct Debit Team  
 Npower Commercial Gas Limited  
 FREEPOST MID21122/3  
 2 Princes Way  
 Solihull  
 B91 3ES

Alternatively, it can be scanned (sorry, Banks do not accept photographed versions) and emailed back to us at **direct.debit.team.mba@npower.com**

Name(s) of account holder(s)

Bank/building society account number

--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--

Name and full postal address of your bank or building society

To: The Manager Bank/  
Building Society

Address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode

Reference number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

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

Service user number

7	6	5	2	3	4
---	---	---	---	---	---

**For npower Business Solutions official use only**  
 This is not part of the instruction to your bank or building society.

**SPID Number:**

GAS DIRECT DEBIT

### Instruction to your bank or building society

Please pay npower Business Solutions 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 npower Business Solutions 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

npm1518/MM21874/05.22

**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, npower Business Solutions will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request npower Business Solutions 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 npower Business Solutions 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 npower Business Solutions 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.