



**TotalEnergies**

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

### To pay by Direct Debit

Please complete this form using a ball point pen and email it to [newstarts.uk@totalenergies.com](mailto:newstarts.uk@totalenergies.com)

New Starts  
TotalEnergies Gas & Power Limited  
Beech Gate, Kingswood Fields, Millfield Lane,  
Lower Kingswood, Tadworth, Surrey  
KT20 6RP

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:	
Post Code:	

Reference Number (To be completed by TotalEnergies Gas & Power Limited)

Service user number

8	5	6	7	2	3
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This is not part of the instruction to your Bank or Building Society. Please complete the details below in full using the **name on your contract** with TotalEnergies Gas & Power Limited.

Name:	Position:
Contract or Company Name:	
Address:	
Post Code:	

If you have a 10 digit account number, please enter it here. Otherwise, if you are an electricity customer, please enter your MPAN (meter point administration number). If you are a gas customer, please enter your MPRN (meter point reference number).

If you wish to have multiple MPANs/MPRNs attached to this instruction, please e-mail [newstarts.uk@totalenergies.com](mailto:newstarts.uk@totalenergies.com) with a complete list.

### Instruction to your Bank or Building Society

Please pay TotalEnergies Gas & Power 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 TotalEnergies Gas & Power Limited and, if so, details will be passed electronically to my Bank/ Building Society.

Signature:	Date:
Print Name:	
Signature:	Date:
Print Name:	

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

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, TotalEnergies Gas & Power Limited will notify you 10 working days in Advance of your account being debited or as otherwise agreed. If you request TotalEnergies Gas & Power 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 TotalEnergies Gas & Power 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 TotalEnergies Gas & Power Limited asks you to.
- You can cancel a Direct Debit at anytime by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.