

# Make even more savings when you pay by Direct Debit

Our Direct Debit Budget Plan (DDBP) provides you with an easy and convenient way to pay your gas bills, paying by monthly Direct Debit. And we'll give you up to £22.05 discount\* as well. Please retain this section in a safe place.

## How it works

- SSE Airtricity Gas Supply (NI) Limited will supply you with natural gas and you will agree to pay twelve monthly payments towards the cost of gas used. In your first year this period may be less than twelve months.
- A quarterly Gas Statement will be issued giving details of the gas used and the payments received for the previous 3 month period. Following the 12 month period you will receive a Budget Review letter which will advise you of your monthly payments for the next Budget Plan period.
- Any overpayments at the year end may be carried over into the following year's payments or will be refunded to you upon request.
- Any underpayments at the year end may be carried over into the following year's payments unless we ask you to pay the amount required.
- If your usage pattern changes in any way due to the addition of further gas appliances or you have changed your domestic lifestyle, please contact us to enable us to reassess your payment plan.
- Under the plan you can submit a current meter read for us to assess if your monthly payments are in line with the gas being used, however, remember that your gas usage will vary according to the time of year the read period covers.
- You may cancel your Direct Debit by notifying your bank and advising us. However, you will be required to settle your account in full and all further consumption will be billed on quarterly credit subject to credit checking.

\*The Direct Debit Discount is up to £22.05 (incl. VAT) per annum. For consumption below 1,678 kWh the Direct Debit Discount is £5.51 (incl. VAT) per annum. Discount is applicable over 365 days and pro-rated to the length of each billing period.



Business Reply  
Licence Number  
RSZJ-YKUL-UBAG

Customer Accounts  
SSE Airtricity Gas Supply (NI) Ltd,  
Millennium House,  
25 Great Victoria Street,  
Belfast,  
BT2 7AQ

Delivered by





# Making Life Simple

Paying by Direct Debit Budget

 [info@airtricitygasni.com](mailto:info@airtricitygasni.com)

 [sseairtricitygasni.com](http://sseairtricitygasni.com)

 0345 900 5253<sup>^</sup>



## Guidance notes on how to estimate your Monthly Payments

### EXISTING CUSTOMERS

If you have been receiving quarterly bills for a full twelve month period, add these together and divide by twelve to estimate your monthly payment, please state this in the box below (please round to nearest £):

Monthly Payment amount is

£

\*

### NEW CUSTOMERS

If you have not yet received a bill from us or not received bills for a full twelve month period then use the following Direct Debit Estimator for guidance.

### POINTS FOR INDIVIDUAL APPLIANCES

(enter number in relevant box):

Number of gas cookers  x 6 =  points

Number of gas fires  x 15 =  points

Number of gas tumble dryers  x 2 =  points

### POINTS FOR HOUSEHOLD (enter number in relevant box):

If you have Central Heating -

Number of adults in household  x 11 =  points

Number of children in household  x 5 =  points

Number of radiators in household  x 5 =  points

**TOTAL POINTS** =  points

Multiply the Total Points above by 2.18 to estimate your monthly payment amount (please round to nearest £):

**TOTAL POINTS**  x 2.18 = £  \*

\*From 1 November 2022, we suspended our minimum consumption charges for customers who use less than 1,678 kWh per year.

Please note that the figures above\* are for GUIDANCE ONLY as usage varies from household to household. Actual consumption will depend on a number of factors including heating system efficiency, insulation of household and your particular heating comfort level. We need you to notify us as soon as possible if you install additional gas appliances to enable us to recalculate your monthly direct debit payment. Monthly payment estimates are based on the published Domestic Home Energy Tariff.

The above amount will be debited on or just after:

day of each month (please choose a day from 1 to 28)

Please indicate the month you want the first amount to be debited.

(month must be within 8 weeks of your meter being installed)



## Direct Debit Budget Plan (DDBP)

No other method could be easier, or more convenient, and as an SSE Airtricity customer, no other way of paying can save you quite as much.

With DDBP there are no more cheques to write or post, or cash to pay (unless we request a settlement). Once set up, everything is automatic, so you can relax knowing that payments are being collected on a regular basis. However, should you become aware that payments are not being collected from your bank account please contact us on 0345 900 5253<sup>^</sup>.

### You are in control

Only agreed monthly payments will be collected from your bank account. Each payment will be detailed on a gas statement.

You can have your account reviewed at any time. All you need to do is to call our customer accounts team with a meter reading and they will be able to give you advice on how much you should pay. Any payments will be confirmed in writing to you 10 working days before the date of collection. If you are a new customer, please provide us with a meter reading after 6 months and we will review your payments in line with your consumption.

Finally, you are free to cancel at any time and pay your bill in another way. However, by doing this, you will lose the many benefits of DDBP.

### DIRECT DEBIT GUARANTEE

- The Guarantee is offered by all banks and building societies that accept it's instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, SSE Airtricity Gas Supply (NI) Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request SSE Airtricity Gas Supply (NI) 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 SSE Airtricity Gas Supply (NI) 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 SSE Airtricity Gas Supply (NI) 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.

(This guarantee should be detached and retained by you)



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 **0345 900 5253<sup>^</sup>**

<sup>^</sup>Calls are recorded for training, monitoring and legal purposes.