

## Direct Debit Process

### Reasons to use Direct Debit with Elmhurst Energy

- Peace of Mind – Accounts not placed on stop due to failure to pay on time
- Saves time & money – potentially saving credit card fees
- Convenient
- Control of outgoings
- Safe & reliable
- Extended payment terms – 45 Days instead of 30 days

### Direct Debit Process

Please complete Direct Debit mandate download [here](#)

Once you have filled in and signed the DD mandate we require the original to be sent by **post** to:

**Elmhurst Energy Systems Ltd  
Unit 16 St Johns Business Park  
Lutterworth,  
Leicestershire  
LE17 4HB.**

**PLEASE ENSURE THAT YOU PUT YOUR ELMHURST CUSTOMER/CONTRACT NUMBER (eg A123) ON THE DIRECT DEBIT FORM – FAILURE TO DO SO MAY CAUSE DELAYS IN SETTING UP YOUR DIRECT DEBIT**

### Next steps

It takes us a couple of weeks to process your returned DD form.

Until then please continue to pay your invoices as usual until you receive a Statement that tells you your Direct Debit is set up. This will also provide the date on which the Direct Debit will be taken.

We will take the Direct Debit payment on or shortly after the 15<sup>th</sup> of the month - for example: we will send you your monthly invoice on email as usual at the beginning of each new month. You will get your 30 days on the invoice then a further 15 days before we take payment for the invoice by direct debit. This gives all direct debit users enhanced terms of 45 days.

Your statement will have the Direct Debit information on it, so please take the time to look at it (this will be your 10 Day notice that we are taking the Direct Debit). Direct Debit information will also appear on your invoices.

When you look at your own bank statements you will see our Direct Debit come out as: **ELMHURST ENERGY (your Acc No:) ELM.**

N.B. Payment of lodgement fees by direct debit is FREE; non direct debit payments are subject to a surcharge of 3% (minimum of £3.00).