

Payment arrears

Have you failed to pay your bill or paid it too late and received a reminder notice?

How can I pay my bill amount?

SEPA direct debit scheme

In order to pay on time and avoid additional costs, simply grant us a **direct debit** authorisation.

Bank transfer

Transfer the sum to the following account:

IBAN: **DE93 5005 0000 0090 0851 35**

BIC: **HELADEFFXXX**

Payment plan

In some cases you can arrange a payment plan with us.

Pay station

You can pay in cash at the pay stations in our customer centres in Hamburg and Berlin.



What happens if I don't pay my bill?

Please note that all of these actions will incur additional costs for you.



1. Reminder notice or threat of termination

If we have not received your payment, you will receive a **reminder notice**.



2. Termination or notice your meter will be cut off

If you still fail to respond, we will exercise our **right of termination**.



3. Cutting off your meter

In Hamburg and Berlin, we exercise our right to **cut off energy supplies**.



4. Debt collection agency or legal firm

The bill amount may be sought by a **debt collection agency or a legal firm**.

How do I avoid receiving reminder

1. Pay in monthly instalments

Check that the amount and your payment date are correct.

2. Check payment type

Make sure that your SEPA direct debit mandate or standing order is still active.

3. Use the correct accounts

Check that the bank account you specified for your payments is correct.

Who can I contact?

Contact details for Vattenfall



Have you received a letter from a debt collection agency or legal firm?

Please contact the company that sent the letter directly.



Contact by telephone

We are available by telephone Monday to Friday from 8:00 to 18:00 on **0800 992 500 0**.



Contact by email

Send us your request via our contact form.
vattenfall.de/kontakt



Local customer centre

We are available face-to-face in Hamburg and Berlin Monday to Friday from 9:00 to 18:00.

Berlin: Markstrasse 36
Hamburg: Glockengiesserwall 2

Further advice



Debt advice

The online debt helpline offers you debt advice. **onlineberatung-schuldenhelpline.de**



Job centre

Your job centre can assist you in paying your unpaid bill. **arbeitsagentur.de/leichte-sprache/so-finden-sie-ihre-arbeits-agentur**



Caritas energy saving check

The Caritas energy advisors will come to your home and carry out an energy check.
stromspar-check.de



Berlin energy debt advisory service

The energy debt advisory service offers free advice on electricity or gas debt.
verbraucherzentrale-berlin.de/energie/energieschuldenberatung-25165