

# Didn't pay your bill? - Late payment reminder - Power cut-off

You didn't pay or paid too late and received a late payment reminder?

## What happens if I don't pay my bill?

Please note that all these activities result in additional costs for you.



### 1. Late payment reminder or threat of termination

If we have not received your payment on time, you will receive **reminders** for which a charge will be made.



### 2. Termination or power cut-off

If you still do not pay, we will terminate your contract or block your meter and cut off your power.



### 3. Collection agency or solicitor

We engage the services of a collection agency or solicitor. This is associated with additional high costs for you.

## How can I pay?

### SEPA direct debit

In order to pay on time and prevent additional costs from being incurred, simply give us permission for **direct debit**.

### Bank transfer

Please transfer the amount to the following account:

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

BIC: **HELADEFFXXX**

**Please do not forget to indicate the account number of your contract (836 XXX XXX XXX).**



### Instalment plans

Contact us or go online now to find out if payment in instalments is an option for you. [vattenfall.de/zahlungsverzug](https://vattenfall.de/zahlungsverzug)

## How do I avoid late payment reminders?



### 1. Pay a standard amount each month

Make sure that your standard monthly payment and payment date are correct. In this way you'll avoid having to make a large additional payment to make up the difference when your annual settlement invoice arrives. **"Always pay on time"**



### 2. Check your payment method

Make sure that your SEPA direct debit authorisation or standing payment order is still active. **"Make sure your account always has sufficient funds"**



### 3. Use the correct account

Check that the bank account you specified for your payments is correct. **"Use correct bank details"**

## Whom should I contact?

### Contact details at Vattenfall



**You received a letter in the mail from a collection agency or solicitor?**

Please directly contact the party that sent the letter Schreibens.



**Contact by phone**

We are available to speak to you Monday to Friday from 8 am to 6 pm at **040 657 988 000**.



**Contact by e-mail**

Send us a description of your issue using our contact form. [vattenfall.de/kontakt](https://vattenfall.de/kontakt)

### Additional advice and counselling in Berlin



**LAG Debt Counselling Berlin**

[schuldnerberatung-berlin.de/](https://schuldnerberatung-berlin.de/)  
[beratungsstellen-berlin](https://beratungsstellen-berlin.de/)



**Immanuel Counselling**

[beratung.immanuel.de/was-wir-tun/](https://beratung.immanuel.de/was-wir-tun/)  
energieschuldenberatung  
030 805 058 15



**Caritas Power Savings Check**

[stromspar-check.de](https://stromspar-check.de)  
030 666 331 220



**Energy Debt Counselling Berlin**

[verbraucherzentrale-berlin.de](https://verbraucherzentrale-berlin.de)  
030 214 852 02

### Additional advice and counselling in Hamburg



**Debt Counselling Hamburg**

[hamburg.de/schuldnerberatung](https://hamburg.de/schuldnerberatung)



**Caritas Power Savings Check**

[stromspar-check.de](https://stromspar-check.de)  
040 280 140 381



**Debt Counselling of the Consumer Advice Centre**

[vzhh.de/themen/schulden/](https://vzhh.de/themen/schulden/notfall-schulden)  
notfall-schulden  
040 248 321 09

Data protection at Vattenfall:

Your data will be used for fulfilment of contract, exclusively pursuant to Article 6 of the GDPR.

Find out more at [vattenfall.de/datenschutz](https://vattenfall.de/datenschutz) or by email: [datenschutz@vattenfall.de](mailto:datenschutz@vattenfall.de)

We are here for you:

[vattenfall.de/zahlungsverzug](https://vattenfall.de/zahlungsverzug)



**Are you a client of the Job Center or Social Welfare Office (Sozialamt)?**

Then please get in touch with your contact person there and approach us together with them.

