

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?

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 one of our employees to find out if payment in instalments is an option for you.



Payment machine

You'd prefer to pay with cash?

Then visit our Customer Service Centre in Hamburg: Address: Glockengiesserwall 2 20095 Hamburg
Transit stop: Hamburg Hauptbahnhof / Central Station

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"

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 your payment is not received by us on time, you will receive a late payment reminder, which is subject to an additional fee.



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. Blocking your meter will cost you **€185.27**.



3. Collection agency or solicitor

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

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.



Contact by phone

We are available to speak to you Monday to Friday from 8 am to 6 pm at **0800 992 500 0**.



Contact by e-mail

Send us a description of your issue using our contact form. **vattenfall.de/kontakt**



Local Customer Service Centre

Open Monday to Friday from 9 am to 6 pm. Glockengiesserwall 2 Transit stop: Hamburg Hauptbahnhof / Central Station

Additional advice and counselling



Receivables Management

vattenfall.de/zahlungsverzug
0800 992 500 0



Debt Counselling Hamburg

hamburg.de/schuldnerberatung



Caritas Power Savings Check

stromspar-check.de
040 280 140 381



Debt Counselling of the Consumer Advice Centre

vzhh.de/themen/schulden/
notfall-schulden
040 248 321 09

We are here for you:

**vattenfall.de/
Zahlungsverzug**

Vattenfall Europe Sales GmbH
Überseering 12
22297 Hamburg

Customer Service Centre
Hamburg
Glockengiesserwall 2
20095 Hamburg

0800 992 500 0

Monday to Friday from 8 am to 6 pm
vattenfall.de

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.

