

# 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

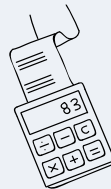
You'd prefer to pay with cash? Then visit our Customer Service Centre in Hamburg: Address: Glockengiesserwall 2 20095 Hamburg  
Transit stop: Hamburg Hauptbahnhof / Central Station

## 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.

