

# 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 HH  
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?

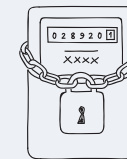
Please note that all these activities result in additional costs for you.

### 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](https://vattenfall.de/zahlungsverzug)  
0800 992 500 0



#### Debt Counselling Hamburg

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



#### Caritas Power Savings Check

[stromspar-check.de](https://stromspar-check.de)  
040 180 464 22



#### Debt Counselling of the Consumer Advice Centre

[vzhh.de/themen/schulden/notfall-schulden](https://vzhh.de/themen/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**

Customer Service Centre Hamburg  
Glockengiesserwall 2  
20095 Hamburg

0800 992 500 0

Monday to Friday from 8 am to 6 pm  
[vattenfall.de](https://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.

