

# 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. Blocking your meter will cost you:

- **95,29 €** in Berlin
- **110,42 €** in Hamburg



### 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 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.

## 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 **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 Berlin**

Open Monday to Friday from 9 am to 6 pm.  
Markstrasse 36  
Transit stop: U-Bahn Franz-Neumann-Platz (U8)

**Hamburg**

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

### Additional advice and counselling in Berlin



**LAG Debt Counselling Berlin**

schuldnerberatung-berlin.de/  
beratungsstellen-berlin



**Immanuel Counselling**

beratung.immanuel.de/was-wir-tun/  
energieschuldenberatung  
030 805 058 15



**Caritas Power Savings Check**

stromspar-check.de  
030 666 331 220



**Energy Debt Counselling Berlin**

verbraucherzentrale-berlin.de  
030 214 852 02

### Additional advice and counselling in Hamburg



**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

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**

Or in person from Monday to Friday from 9 a.m. to 6 p.m. at the Customer Service Centre.

**Customer Service Centre Berlin**

Markstraße 36  
13409 Berlin

**Customer Service Centre Hamburg**

Glockengießerwall 2  
20095 Hamburg

Or also by telephone on 0800 992 500 0.

**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.

