

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

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 **040 657 988 000**.



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 or by email: 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 040 657 988 000.

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.

