



## Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form and either e-mail to admin@opal-utilities.co	m or send it	t to:									
Opal Utilities Ltd											
PO Box 818,											
23 Victoria Avenue,											
Harrogate,											
HG1 5RD											
	Servic	Service user number									
	5	0	4	1	3	0	)				
Name(s) of account holder(s)	Refere	nce									
Bank/building society account number  Branch sort code  Name and full postal address of your bank or building society  To: The Manager  Bank/building society  Address	Please this Insi Guaran Utilities	pay Opa truction s tee. I un Ltd and, uilding sc	your ban Il Utilities subject to derstand in fi so, de ociety.	Ltd Dire the safe that this	ct Deb eguard s Instru	oits from ds assu uction n	the a red by nay re	the D	irect D	ebit	
Postcode	Date										

Banks and building societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer.

## The Direct Debit Guarantee



- · This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Opal Gas Limited will notify you ten working
  days in advance of your account being debited or as otherwise agreed. If you request Opal Gas Limited to collect a payment,
  confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Opal Utilities Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Opal Gas Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

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