

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 HELADEFFXXX BIC:

Please do not forget to indicate the account number of your contract (836 XXX XXX XXX).



Instalment plans

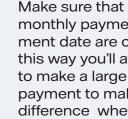
Contact one of our employees to find out if payment ininstalments is an option for you.

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

beratungsstellen-berlin



LAG Debt Counselling Berlin schuldnerberatung-berlin.de/

Immanuel Counselling IMMANUEL beratung.immanuel.de/was-wir-tun/

spar-



stromspar-check.de 030 666 331 220

Caritas Power Savings Check

energieschuldenberatung

030 805 058 15



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

verbraucherzentrale

Hamburg

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 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.