



## The Direct Debit Guarantee

**Please retain this guarantee for your records**

- 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 Sutton & East Surrey Water will notify you seven working days in advance of your account being debited or as otherwise agreed. If you request Sutton & East Surrey Water 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 Sutton & East Surrey Water 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 Sutton & East Surrey Water 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.