



Manage Your Account > Are you having trouble with processing your payment < قاعدة المعلومات

?Are you having trouble with processing your payment

Manage Your Account - تعليقات () - Alesia Burvin - 2025-05-06

We realize that sometimes things can get in the way of paying your bill. If you're having any difficulty, please contact us on **02035821988** and we can try and help by setting up a payment plan

.If we don't hear from you or receive a payment, we'll send you a reminder

After this, if we still don't hear from you, we'll try to contact you. In some cases, we might also try to visit you at home to work out the best way to pay, but we'll add the cost of this visit to your account

Any costs will be added to your account and we may fit a Pay As You Go meter to take a weekly amount to repay any debt. You will need to top up the meter to pay for your energy usage and debt repayment going forward. We'll always make sure it's suitable and you have easy access to it. In some extreme cases, we may cut off your supply. But we'll never knowingly disconnect a supply to a vulnerable person

.Please contact us as soon as possible so we can lend a helping hand