# Are you having trouble with processing your payment?

Alesia - 2026-11-28 - Comments (0) - Manage Your Account

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.