

COVID-19 Repayment Scheme

In line with the latest Customer Protection Code of Practice and in particular around support for our customers currently affected by Covid-19 we have published our Covid-19 Repayment Scheme.

This details our payment arrangements for customers that are affected by Covid-19 and how we have classified customers as affected and therefore their eligibility to the repayment options.

This details which customers we classify as being:

- Fully Impacted Customers
- Partially impacted Customers
- Non Impacted Customers

Fully impacted Customers will not be:

- Served disconnection notices for non payment of bills
- Subject to default interest for the non payment of invoices issued from 1 June 2020
- Subject to enforcement for the non payment of invoices



Non Impacted Customer

Has your business remained open since 23 March?

What you need to do;

Your bills are payable in full within 14 days or through Direct Debit

If you are struggling to pay these, you need to contact us on 01202 501727 to discuss

If you feel that you have been financially impacted by COVID, despite your business remaining open, please contact us to discuss further

What we will do

Carry on to treat your account in-line with our Customer Charter

Late payment charges and disconnection of supply will apply



Partially Impacted Customer

Is, or has your business been partially closed as a result of Coronavirus? If you have more than 1 site, have some of your premises been closed?

What you need to do;

Contact us using [this form](#) providing any required evidence*

Ensure you pay ongoing bills within our 14 day payment terms

What we will do

Arrange a convenient payment plan for any arrears up to 31 March 2021

Ensure you are not disconnected if you comply with your payment plan and pay ongoing bills issued within terms



Fully Impacted Customer

As part of the Government trading restrictions, did your business fall into a category for enforced closure?

What you need to do;

Contact us using [this form](#) providing any required evidence*

Contact us to advise when you plan on re-opening, ideally with a meter read

What we will do

Suspend your fixed charges from 23rd March until trading restrictions are lifted. (These will be credited after restrictions are lifted)

Any volumetric charges will accrue and you can make payments against this where you can

Not charge you any late fees or interest

Ensure your supply won't be disconnected

Continue to send bills, so you can monitor for leakage or usage

If you want to discuss your classification please call us on 01202 501727

**Evidence required may consist of bank statements or proof of Government based COVID-19 assistance receipts.*