



# Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Ista Energy Solutions Limited  
 c/o CORE Sustainable Heat Managemnt  
 Granta Park  
 3 Riverside  
 Great Abington  
 Cambridge  
 CB21 6AD

Service user number

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Name(s) of account holder(s)


Bank/building society account number

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Branch sort code

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To: The Manager	Bank/building society
Address	
Postcode	

FOR Ista Energy Solutions Limited OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

**Instruction to your bank or building society**

Please pay Ista Energy Solutions Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Ista Energy Solutions Limited and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

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Banks and building societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer.



## The Direct Debit Guarantee

- 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 Ista Energy Solutions Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Ista Energy Solutions Limited 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 Ista Energy Solutions Limited 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 Ista Energy Solutions Limited 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.