

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

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

Regent Water Ltd  
 Regent House  
 Kendal Avenue  
 Acton  
 London  
 W3 0XA

Service user number  

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| 5 | 0 | 7 | 7 | 3 | 7 |
|---|---|---|---|---|---|

FOR REGENT WATER LTD OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

Initial monthly debit sum £

Name(s) of account holder(s)

|  |
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|  |
|  |

Bank/building society account number

|  |  |  |  |  |  |  |  |  |  |
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Branch sort code

|  |  |  |  |  |  |
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Name and full postal address of your bank or building society

|                 |                       |
|-----------------|-----------------------|
| To: The Manager | Bank/building society |
| Address         |                       |
|                 |                       |
| Postcode        |                       |

**Instruction to your bank or building society**  
 Please pay Regent Water Ltd 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 Regent Water Ltd 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

DD11

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 Regent Water Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Regent Water Ltd 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 Regent Water Ltd 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 Regent Water Ltd 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.