



## PFP Energy Refunds Policy

\*We aim to treat all our customers fairly, therefore we will take into account your future usage for the next twelve months before we provide you with a credit refund.\*

### Why does my account have a credit balance?

---

You may have built up a credit balance on your account, this is perfectly normal during the summer months as you will be using less. However, come winter you may find that your credit balance becomes useful, as your usage naturally increases. Having a credit balance on your account acts like a security blanket for any unforeseen personal circumstances which may affect your usage, and may mean you are at less risk of not being able to afford your bill.

We advise that, by the end of summer your credit balance is the equivalent of around two months Direct Debit, so you are able to cover your energy usage over the winter period.

Your monthly Direct Debit amount is designed to put you in credit over the summer months to ensure that you do not financially struggle in the winter months.

### Things to check before you request a refund (whilst on supply)

---

Whilst you are on supply, we will happily offer you a refund, if the following conditions are met:

- your account with us is older than 6 months;
- you have provided us an up to date meter reading in the last 3 months;
- you have received an up to date bill;
- your account has a minimum of two months Direct Debit balance; and
- the remaining balance is greater than £10.

### How and when you'll get your refund

---

We will aim to process your refund within 10 working days from when we receive your request, this includes refunds sent via cheque as well as BACS.

We will ensure your refund is paid into the back account set up for your Direct Debit. We advise you keep your payment method active to avoid delays in processing your refund.

You will need to contact us to discuss your Direct Debit before a refund can be paid into a different account.



## EXAMPLE

Where we **will** refund you:

- Your monthly direct debit is **£60**
- Your account balance is **£150**
- The excess is **£30**
- We will refund you **£30**

Where we **will not** refund you:

- Your monthly direct debit is **£60**
- Your account balance is **£125**
- We would retain **£120** to cover your future usage
- The excess is only **£5**

We would not be able to refund you as your excess is less than £10

## Final bill refunds...

### If you're switching to a different energy company

- We will begin processing your refund once we have received your final meter readings from your new supplier, and we have produced your final bill.
- If we do not receive a final meter read from your new supplier, we reserve the right to estimate your final meter reading using your consumption data, then final bill you accordingly.
- If your account is in credit, we will aim to return your refund within 10 working days.

### If you're moving to a new home



Moving house does not necessarily mean you have to move suppliers, why not get in contact with us to discuss the supply to your new address.

We understand how stressful moving house can be, and so we will do everything we can to ensure your experience with us is as smooth and as care-free as possible. We want to protect you from paying for any usage which isn't yours, and ensure your refund is returned quickly, so we kindly request the following information from you:

- We will require your closing meter reads so we can generate your final statement;
- your new details, just in case we need to get in touch with you; and
- the details of whoever is taking over.



For any refund queries please contact our Customer Services Team on:

 01772 395 777  
 hello@pfpenergy.co.uk

If you would like to learn more about Direct Debits or our Terms and Conditions – please visit our [Document Download Centre](#) located on our website.

