





BUDGET ACCOUNT PAYMENT PLAN

Helping you spread the cost

Our Budget Account Payment Plan has been specially designed to help you to spread the cost of heating your home by convenient and secure Direct Debit.

-  12 easy monthly payments
-  Priority delivery
-  No interest charges or handling fees
-  Online account management

FAQ'S

Q. How do I order?

A. Once you have registered for an account name and password you can manage your account and place orders online by visiting www.weprovideheating.co.uk and selecting 'Account Login'. Alternatively, you can contact us by Free phone on 0800 980 6174 and speak with one of our dedicated sales staff.

Q. How much do I pay each month?

A. Monthly repayments are estimated by averaging the amount of oil you will need in a year at current prices.

Q. How can I stay up to date with my account?

A. Regular statements will keep you up to date and you can login at any time to manage your account online.

Q. Will my monthly payment change?

A. Monthly fees will be reviewed and adjusted quarterly, any amendments to the direct debit amount are subject to a minimum 1 month notice period. If you would like to request a direct debit amendment, simply contact us by telephone 023 8088 4095 or email sales@wp-heating.co.uk

Apply for a Budget Account

Fill your details in the form below

Full Name:	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
Town/City:	<input type="text"/>
County:	<input type="text"/>
Postcode:	<input type="text"/>
Mobile Number:	<input type="text"/>
Phone Number:	<input type="text"/>
Email Address:	<input type="text"/>

WP Account Number: (if applicable)	<input type="text"/>
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Residential Status:	<input type="radio"/> Home Owner	<input type="radio"/> Council Tenant	<input type="radio"/> Private Tenant	<input type="radio"/> Other (please specify)
				<input type="text"/>

Please note; the Direct Debit must be in the registered home owner's name except by special exception. Please contact credit.control@thewp-group.co.uk for more information.

Annual Heating Oil Consumption

Current Customers:

Please state your annual heating oil consumption during the previous 12 month period to the nearest 500L

Litres

[I'm not sure / I'm a new customer \(please proceed to the New Customers section below\)](#)

New Customers:

Please answer the below if you do not have a 12 month heating oil record

Size of Dwelling:

2 Bedrooms or less

3-4 Bedrooms

5+ Bedrooms

Temperature preference:

Cool (Less than 20°C)

Average (20-25°C)

Warm (more than 25°C)

Occupants:

2 or fewer

3-4

5 or more

Do You have a Heated Swimming Pool?

Yes

No

Do you have an Aga/Raeburn?

Yes

No

Which day of the month would you like your Direct Debit to come out?

15th

20th

25th

28th

Instructions to your Bank or Building Society to pay by Direct Debit



Originator Identification Number

9	9	5	9	6	2
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For WP Group official use only

Day to be debited

D/D Date

D/D Amount

Ref No.

Name of Account holder:

Bank or Building Society Account number:

Sort Code:

Name and full postal address of your Bank of Building Society:

Bank Name:

Town/City:

Address Line 1:

County:

Address Line 2:

Postcode:

Instruction to your Bank of Building Society

Please pay WP Group Direct Debits from the account detailed in this instructed subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with WP Group and, if so, details will be passed electronically to my Bank or Building Society.

Signature(s):

Date:



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, WP Group will notify you in advance of your account being debited or as otherwise agreed. If you request WP Group to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- ✿ If an error is made in payment of your Direct Debit by WP Group or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank of Building Society.
- ✿ If you receive a refund you are not entitled to, you must pay it back when WP Group 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 notify us.

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

Terms and Conditions

1. All sales are subject to Wessex Petroleum Limited Terms and Conditions of trading
2. Direct Debits will not be activated until your first order has been pre-paid in full by Debit/Credit Card (Credit Card fee of 2% applies).
3. Existing customers may set up a Budget Account up to one month following the previous order
4. Monthly Payments will be calculated based on an estimated annual consumption, a minimum of £100 applies
5. Wessex Petroleum Limited shall be entitled to a £25 administration fee if the buyer's Direct Debit is dishonoured by the bank
6. Any refunds of credit balances are subject to and administration fee of £25
7. Monthly payments will be reviewed and adjusted quarterly, any amendments to the direct debit amount are subject to a minimum 30 day notice period
8. The Direct Debit must be in the registered home owner's name except by special exception
9. Budget Accounts may be subject to a Credit Check by an authorised Credit Reference Agency
10. Wessex Petroleum Limited retains the right to alter any of the above terms and conditions
11. Failure to abide by any of the above conditions shall be deemed termination of the agreement

All Budget Accounts may be subject to an approved credit check carried out by Credit Reference Agencies. In signing below you consent to these checks being carried out.

Subject to approved credit, WP Heating will contact you within 10 working days to authorise your account, agree your monthly direct debit amount and set-up payment. You will have 30 days to cancel your account from the date of confirmation. If the account is not cancelled during this period the direct debit will be automatically activated according to the T&Cs set out above.

I have read and accept the above Terms and Conditions of the Budget Account Payment Scheme.

Signature:

Date:

Once form is completed please return this completed form to:

Wessex Petroleum Limited
Home Heating
Wessex House
Cadland Road
Hardley
Hythe
Southampton
SO45

You can alternatively scan the form (ensure signature is included) and send it to:
sales@wp-heating.co.uk



WP Heating is a trading division of WP Group
T : 023 8089 7841 W : www.thewp-group.co.uk

Registered Office: Wessex House, Cadland Road, Hardley, Hythe,
Southampton, Hants. SO45 3NY. Registered in England No. 1024472
VAT Reg No. 188 6447 10

Upgrade to Heating Plus+ for just £5 per month!

Heating Plus combines all the advantages of a Budget Account with a fully managed ordering service using our state of the art tank monitoring device – WP Watchman. With a Heating Plus account you can enjoy flexible monthly payments and automated ordering.

Tank monitoring technology allows us to monitor your oil and automatically schedule delivery to your home when it reaches a pre-agreed level. Supplying real-time consumption data, this device not only provides total peace of mind for your family but allows you to review your household usage remotely from wherever you are in the world.

Tank details

For the Heating Plus we need to know the following details about your tank :

Make/Model of tank

Plastic/Steel

Tank Size

Terms and Conditions

1. Terms of Contract

- 1.1. All sales are subject to Wessex Petroleum Limited Terms and Conditions of trading
- 1.2. Heating Plus+ is exclusive to Budget Account customers and is subject to the corresponding terms and conditions of the Budget Account Payment Scheme

2. Equipment Hire

- 2.1. The WP Watchman (hereafter referred to as 'the Equipment') is subject to a monthly hire charge of £5.00 per month plus VAT paid in addition to the customer's agreed monthly Budget Account instalments
- 2.2. The customer acknowledges that the Equipment remains at all times the property of WP Heating
- 2.3. The customer is liable for the cost of repairing all damage resulting from negligent handling, misuse or abuse of the Equipment excluding standard wear and tear
- 2.4. Access to the tank during normal office hours may be required for maintenance of the equipment. If this becomes necessary then prior arrangement with the customer will be made by the engineering company carrying out the work.
- 2.5. The equipment uses a GPRS connection and built-in SIM technology to communicate the level of oil. If a network cannot be successfully received at point of install, the contract will be cancelled with immediate effect and the customer will not be charged

3. Cancellation

- 3.1. The contract can be terminated at any time subject to the below terms and in accordance with the conditions specified for the Budget Account Payment Scheme
- 3.2. Written notice must be provided to WP Heating a minimum of 30 days prior to the forthcoming Direct Debit
- 3.3. Termination within the first four years
 - 3.3.1. If the service is cancelled within the first four years, the customer may purchase the Equipment at a cost of £240 plus VAT.
 - 3.3.2. Should the customer not wish to purchase the Equipment, they will be liable for costs associated with the installation and removal, currently charged at £150.00 plus VAT.
- 3.4. Termination after the first four years
 - 3.4.1. If the contract is terminated after a four year period, the customer may retain the Equipment at no additional cost
 - 3.4.2. If required, removal of the equipment will be charged at £100 plus VAT
- 3.5. Equipment must be returned in the same condition as when received by WP Heating under the terms of clause 2.3 above

4. Change of Address

- 4.1. The customer may transfer their Heating Plus+ Account to a new address by providing a minimum of 30 days written notice prior to the forthcoming Direct Debit
- 4.2. If the customer should relocate within the first two years of signing the contract a £50.00 plus VAT fee will apply for the transfer of the Equipment to the new address

5. Automated delivery

- 5.1. WP Heating will monitor the level of heating oil held in the customer's tank and automatically schedule a delivery when it reaches a pre-agreed point set to 30% unless otherwise agreed.
- 5.2. The customer is responsible for ensuring safe and un-restricted access to their tank. An additional charge of £40 plus VAT may apply for properties with restricted or limited access to standard tankers
- 5.3. WP heating cannot be held liable should the customer run out of fuel due to restricted access per clause 5.2 above, damage to the tank, adverse road conditions or un-resolved credit subject to clause 5.4
- 5.4. Accounts with un-resolved credit are not eligible for automated delivery and will be placed 'on hold' until further notice
- 5.5. WP Heating will reimburse the client for the reasonable costs relating to the restart of a boiler due to delivery failures not included in clauses 5.2 to 5.4 above
 - 5.5.1. £80 plus VAT is considered the maximum reasonable cost except by prior written consent by WP Heating
 - 5.5.2. WP Heating reserves the right to organise the engineers visit, in which case all charges will be handled between the engineering firm and WP Heating direct
 - 5.5.3. In establishing the cause of any damage to the monitoring system, and thus assigning responsibility for said damage, the engineer dispatched to carry out work on behalf of WP Heating is considered the expert.

6. Wessex Petroleum Limited retains the right to alter any of the above terms and conditions

7. Failure to abide by any of the above conditions shall be deemed termination of the agreement

8. All fees are subject to change with 30 days written notice.

I have read and accept the above Terms and Conditions and would like to upgrade to a Heating Plus+ Account

Signature:

Date: