

Frequently Asked Questions (FAQ's) for customers contacted by Veolia about their garden waste direct debit payment

Why are direct debit customers being contacted by Veolia?

Some customers who subscribed by direct debit to the garden waste collection service for 2019-20 are being re-contacted by Veolia from the 1st October 2019 because of an error within the direct debit form. Whilst completed correctly by the customer the error has meant that Veolia were not able to collect payment for the garden waste service from the affected customer. The letter being sent to affected customers apologises, explains about the error and sets out how customers can pay for this years' service.

What happened to the original direct debit form that the affected customer completed?

Once it was realised there was an error in the direct debit form they were temporarily stored before being destroyed. They no longer exist and cannot be returned to the affected customers.

Are Veolia certain that the customers being contacted haven't already paid?

If Veolia are contacting the customer it means that their records show that they have not received payment yet. Please check your bank statements if you are uncertain about whether payment has been taken and would like to check.

Can customers have time to check with their bank before the service stops?

Yes – collections will continue uninterrupted until 31st October 2019, this will allow time for customers to check with their bank and then make payment for the service.

What happens if payment is not received from the affected customers?

The service will stop for customers who have not made payment to re-subscribe by 31st October 2019. Customers can start their service again by re-subscribing at any time.

If customers have recently made payment to re-subscribe to the service should they disregard the letter they receive?

Veolia's records show that they have not received payment yet, however, payment may have been received since the letters to affected customers were prepared. If customers have any doubts, please telephone 0203 567 6955 or e-mail: uk.gardenwastesouthend@veolia.com and someone will double-check if the customer can disregard the letter sent.

Can affected customers opt out of signing a new direct debit?

Yes – if customers do not feel they will need the service after 31st October 2019 they do not need to complete a new direct debit and can simply pay for the period owed from 1st April to 31st October 2019 (£26.70). However customers will lose any benefit gained from the rate charged for direct debit customers.

Why are the affected customers being asked to make two different payments?

Unfortunately Veolia are unable to back-date a direct debit payment, so payment (card or cheque) is needed for £26.70 for the garden waste service provided to the customer for the period up to 31st October 2019. Customers will then need to re-complete the direct debit form to subscribe for the service after 31st October 2019.

Can affected customer choose not to sign up for the direct debit payment option?

Affected customers can pay the £26.70 owed by card or cheque. They can continue to receive the service after 31st October 2019 by using the on-line portal to pay by card or re-subscribe by direct debit.

If affected customers re-subscribe by direct debit will they need to subscribe again in 2020?

Customers can re-subscribe to direct debit for the service by 31st October 2019 and this will cover the period from 1st November 2019 until 31st October 2020. From that point on an annual direct debit will be automatically renewed.

What should affected customers do if they are uncertain about the letter received from Veolia or the problem Veolia have had with their direct debit?

If customers wish to discuss the letter with someone they can telephone 0203 567 6955 or e-mail: uk.gardenwastesouthend@veolia.com and someone will discuss the error some customers are affected by. Please note the telephone lines are expected to be busy so customers are asked to ensure if they only get through to the answerphone that they please leave contact details for Veolia to call them back.