

WP HEATING ACCOUNT APPLICATION

Our account options are designed to make heating your home as easy as possible.

Which account option would you like to open?

Budget Account

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

Direct Debit Account

Our Direct Debit account option will automatically collect your invoice cost in full 7 or 14 days following your delivery, from your chosen account.

Heating Plus⁺ Account

Combining the benefits of a Budget Account or Direct Debit Account with a tank monitoring system and automated delivery service.

FAQ'S

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.

Q. If I open a Budget Account or Direct Debit Account am I in a contract?

A. You can stop your payment account option at any time. Any balances will be credited or debited accordingly. A Heating Plus⁺ account is subject to a contract.



Apply for a WP Heating Account

Fill your details in the form below (applicable for all accounts).

Full Name:

Address Line 1:

Address Line 2:

Town/City:

County:

Postcode:

Mobile Number:

Phone Number:

Email Address:

WP Account Number: (if applicable)



Annual Heating Oil Consumption

(applicable for all accounts).

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 or if you are new to WP Heating.

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



WP Heating is a trading division of WP Group
T : 0800 980 6174 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

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



Fill your details in the form below
(applicable for all accounts).

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 or Building Society:

Bank Name:

Town/City:

Address Line 1:

County:

Address Line 2:

Postcode:

Instruction to your Bank or 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 or 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 applicable for all account options

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.
5. Wessex Petroleum Limited shall be entitled to a £25 administration fee if the buyer's Direct Debit is dishonoured by the bank.
6. Monthly payments will be reviewed and adjusted quarterly, any amendments to the direct debit amount are subject to a minimum 30 day notice period.
7. Budget Accounts may be subject to a Credit Check by an authorised Credit Reference Agency.
9. Wessex Petroleum Limited retains the right to alter any of the above terms and conditions.
10. Failure to abide by any of the above conditions shall be deemed termination of the agreement.
11. You can cancel a Direct Debit at any time by simply contacting, the WP Heating credit control team on 0800 980 6174. When your WP Heating Direct Debit has been cancelled, debit balances will become immediately due or any credit balances will be refunded.

All 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 Account Application.

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 3NY

You can alternatively scan the form (ensure signature is included) and send it to:
homeheat@thewp-group.co.uk



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

Terms and Conditions for Heating Plus+ Accounts only

Heating Plus+ combines all the advantages of a Budget Account or Direct Debit 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 any 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 within the first three years
 - 3.4.1. If the contract is terminated after a three 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: