

V6.6_FICA_ZC28_12062026



Alan Knox
31 Roselea Gardens
Ladybank
Cupar
KY15 7NW

71336 006585 0022 E 31600



Address for your energy supply: 31 Roselea Gardens Cupar KY15 7NW

Please contact us to avoid further action on your account

Dear Mr Alan Knox

We've been trying to reach you about your overdue payment of £7,003.95.

It's important you get in touch now to discuss your circumstances before we take your account to the next stage of recovery action, where further charges will be added to your outstanding debt.

Help and support with your payments

If you're unable to pay the full amount, we want to help you get your energy debt under control. We can help you repay your outstanding balance over a period that is manageable for you, to get back on track.

What to do next

Please either:

- Pay the full amount of £7,003.95 now, if you can (refer to ways to pay section opposite), or
- Call us on **0800 001 5169** to set up a repayment arrangement that takes into account what you can afford to pay. We can also discuss different payment options such as Fuel Direct, for further information on this see overleaf.

Why it's important to act now

We want to help you find a way forward without further action, so please contact us so we can find a solution to your overdue payment.

However, it's important you know the next steps for your account if you don't pay the full outstanding amount or contact us to put a repayment arrangement in place. We will take further action to collect this amount in one, or more, of the following ways:

- Instruct a **Debt Collection Agency** to collect any outstanding amount which will cost you **£31.50**. This amount will be added to your outstanding balance and collected along with the energy debt.
- If they can't reach you to discuss repayment options, they'll need to visit your home and conduct a site welfare visit. This will help them assess your repayment options.

FINAL DEMAND Escalated Collections

13th July 2026

Account number
1602 2608 412



Urgent action required

Outstanding debt: £7,003.95
Due date: 9th July 2026

Ways to pay:

[scottishpower.co.uk/
makeapayment](https://scottishpower.co.uk/makeapayment)

Call free 24 hrs:
0800 001 5115

Download and use our app

Switch to Direct Debit at
[scottishpower.co.uk/
directdebitapply](https://scottishpower.co.uk/directdebitapply)

Here to help

For further support:

[scottishpower.co.uk/
helpingyou](https://scottishpower.co.uk/helpingyou)

0800 001 5169

Monday to Friday: 8am - 8pm
Saturday: 9am - 1pm

Please get in touch with us now to pay or make an arrangement to pay. You can avoid these actions and stop any further amounts being added to the amount you already owe.