

BSUoS Charging Circular

Direct Debit Error for BSUoS Charges

Monday 24th September 2018

Dear BSUoS Customers,

It has just come to our attention that we have unintentionally collected a direct debit for BSUoS charges a day earlier than scheduled. Please note that this issue only affects BSUoS customers that pay by direct debit, other means of payment are not affected by this issue.

The BSUoS charges that you received an invoice for on the 20th September 2018 and were due to be collected on the 25th September 2018 have in fact been collected today, Monday 24th September 2018.

This problem originated due to deviations around our standard process to accommodate our planned system outage that took place on Friday 21st September 2018 ([BSUoS circular 13th September](#)). Essentially, DD instructions that were prepared on Thursday 20th ahead of the outage should not have been actioned until the following day but were incorrectly processed that same day.

Please accept our sincere apologies for this error, we will investigate the individual steps that caused this error and take the necessary action to prevent a reoccurrence of this nature in the future.

If you would like further information regarding this issue or if this error has caused you undue inconvenience, then please get in touch with a member of the team using the contact details below.

BSUoS Circulars

If you wish to receive BSUoS circulars via email, please send an email to BSUoS.Queries@nationalgrid.com asking to be added to our distribution list. Please mark your email with the subject line **“Please ADD me to BSUoS Circulars”**

If you receive BSUoS circulars but no longer wish to do so, please email BSUoS.Queries@nationalgrid.com asking to be removed from the distribution list. Please mark your email with the subject line **“Please REMOVE me from BSUoS Circulars”**

Further Questions

If you have any queries regarding this issue, please contact the BSUoS team using the details below:

Email: BSUoS.Queries@nationalgrid.com¹

Tel: 01926 654613

Website: <http://www.nationalgrideso.com/bsuos/>

¹ Please help us keep our records up to date by informing us of any changes in contact details via the email address