

Customer information

Claiming a refund



To claim a refund for the credit on your account, we require the following information.

If we are refunding to the same account payments are made from, please follow option 1 below. If we are not processing to the same bank account, please follow option 2 below.

Option 1 – Refund to same account

Please send an email to your Customer Service Executive or customerservices@smartestenergy.com with the following information:

- Account number
- Customer Name
- Refund amount
- Bank Account number
- Bank Sort Code
- Reason for refund

Option 2 – Refund to different account

Please send the credit note number(s) and amount(s) along with the company's bank details on headed paper signed by two directors (or equivalent) with their positions in the business by post to our Finance Team in our Ipswich Office:

Finance Team
SmartestEnergy Limited
Grafton House
15-17 Russell Road
Ipswich
IP1 2DE

To help speed up this process, you can forward a scanned copy to your Customer Service Executive or customerservices@smartestenergy.com, but we do require a hard copy to be sent by post before a refund can be processed.

Once this is approved, the refund will be made via BACS into the account specified.

Contact us

If you have any questions regarding refunds, please contact your Customer Service Executive on 01473 234151 or email us on customerservices@smartestenergy.com.