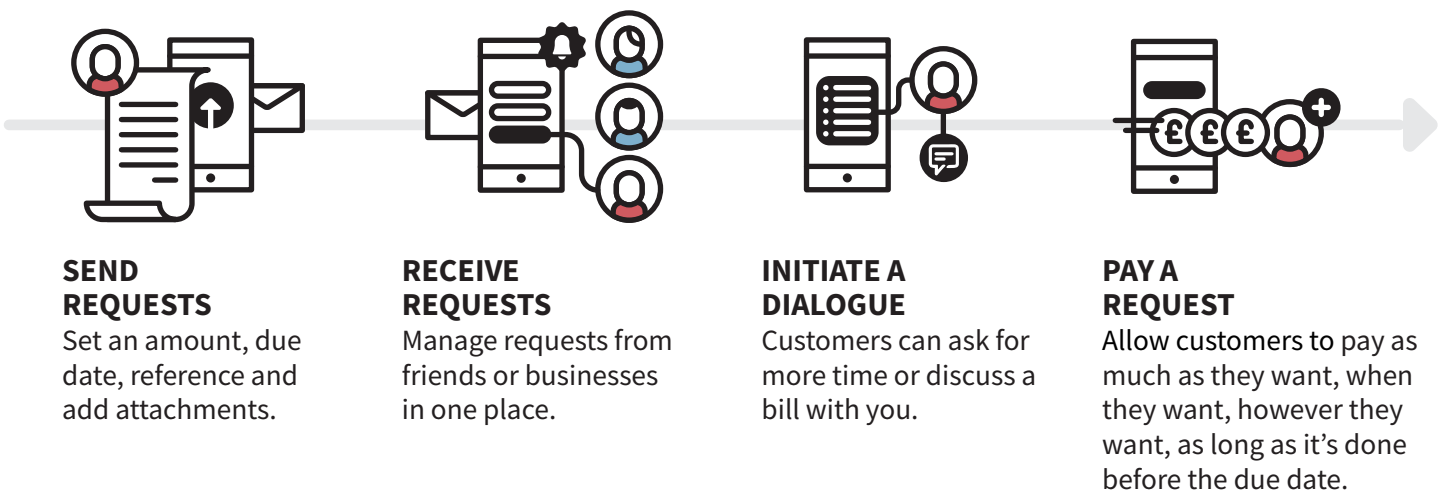


Request to pay for Utilities

A new flexible way to settle bills

Request to pay is a new way for utility companies to discuss bills with their customers, set for launch in 2020.


It is a communication tool, to be overlaid on top of existing payments infrastructure, as a new flexible way to settle payments between businesses, suppliers and customers, as well as among friends. It will help people who need more flexibility in paying their outgoings and reduce billing costs.



Why Request to pay?

Request to pay offers a solution to many of the key challenges facing utility sector billers.

Need for flexibility

45 percent 
of UK bill payers **don't use Direct Debit** to pay their utility bill.¹

Request to pay would introduce another payment option to complement Direct Debit, offering flexibility while avoiding methods with high processing costs.

¹Answer Digital Consultation Report, 2017.

Risk of failure

£15-20 
per transaction every **failed Direct Debit**, is estimated to **cost** billers up to **£20**.²

Through building dialogues with customers that Direct Debit isn't working for, organisations can use request to pay to improve transparency and save money across the billing process.

²Cost of collecting late payments rockets. Business Money, 2018.

Increased competition

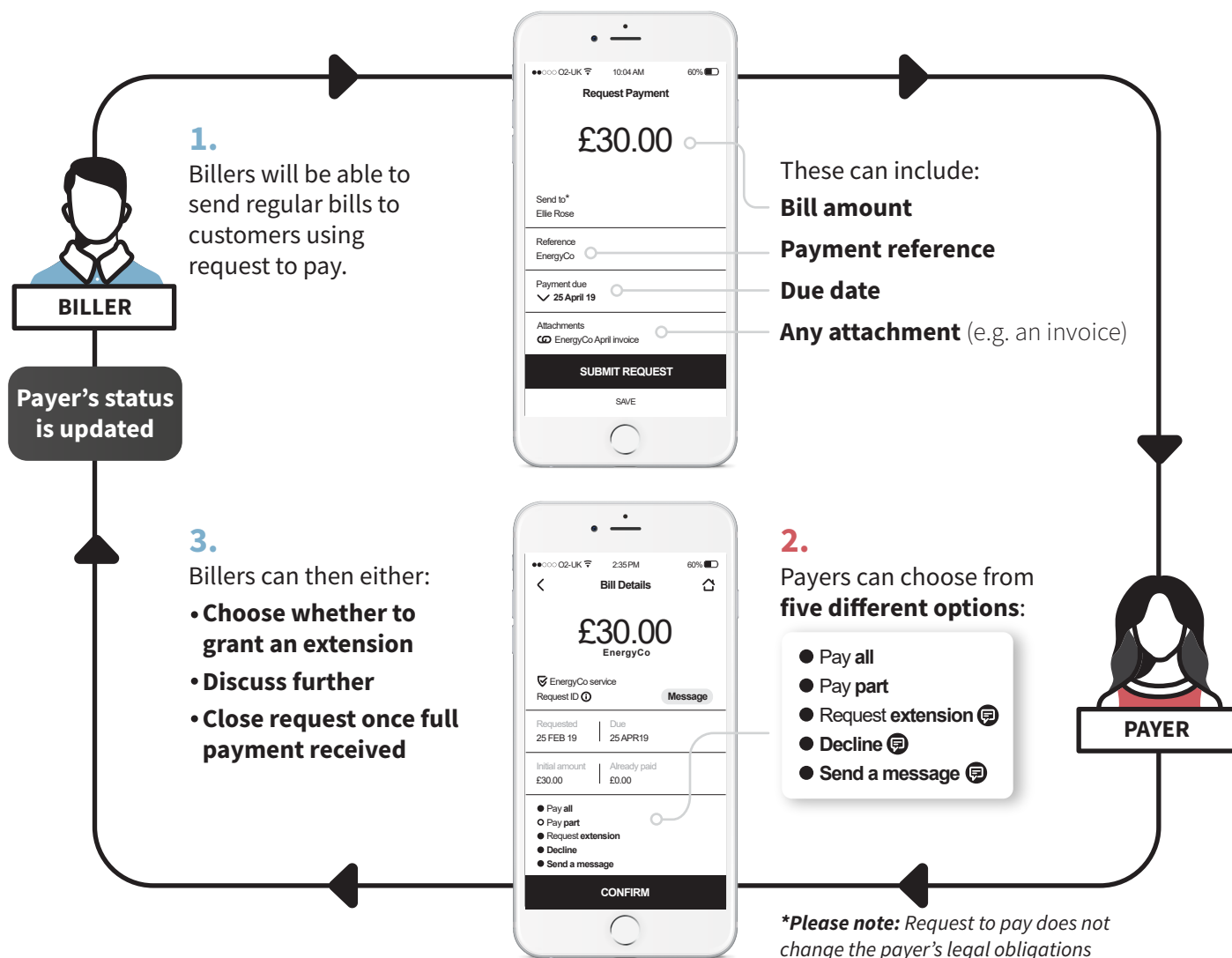
67 
energy providers in the UK as of **2018**. This number has risen from only **14 in 2011**.³

By giving customers more control and flexibility over how and when they pay, early movers can stand out among their competitors, helping meet the challenges of increased competition and growing customer expectations.

³Future of Energy 2018. Energy UK

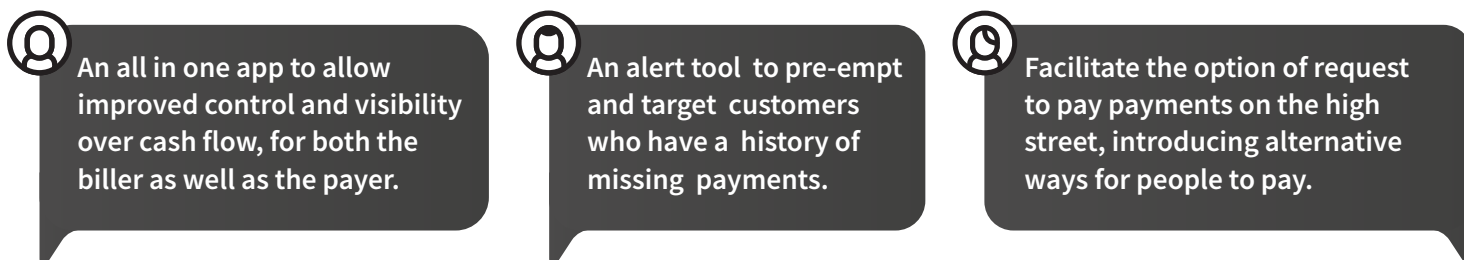
How does Request to Pay work?

Once organisations have signed up to the service, in accordance with Pay.UK's framework and accreditation, they will be able to offer Request to Pay to their customers, providing greater control, transparency and flexibility. To respond, customers would then sign-up to a request to pay app through their bank, building society, or other provider. It's like an email address that lets them manage their bills all in one place.



What are utilities saying?

Interviews by Ipsos MORI with major utility providers have identified multiple advantages to request to pay.



Find out more

Pay.UK is currently finalising the rules and technical specifications for request to pay. Developers can access these through www.requesttopay.co.uk. Request to pay services are expected to come to market this year. If you would like further information, or a demonstration of how the service could work for you, please contact requesttopay@wearepay.uk.