

Prompt Payment Policy

Western Power Distribution has adopted the principles of the Prompt Payment Code and is committed to the fair treatment of our suppliers by:

1. Paying suppliers on time

- a. Pay 95% of invoices within 60 days*
- b. Pay 95% of invoices from small businesses (with less than 50 employees) within 30 days*

**Without changing the payment terms agreed at the outset of the contract*

2. Providing clear guidance to suppliers

a. Provide suppliers with clear guidance on payment procedures

- i. If a valid invoice is received promptly at the correct invoicing address, quoting a valid purchase order, it will be processed in a timely manner to ensure the invoice is paid on or before the invoice due date. More details can be found [here](#).

b. Ensuring we communicate our complaints and disputes procedure to suppliers

- i. Invoice disputes would be dealt with by Accounts Payable initially and, if required, escalated to either the person responsible for raising the order or the appropriate business manager. For specific contractual disputes, the relevant member of the procurement team would be contacted to resolve. More information is available in WPD's [standard terms and conditions](#)
- ii. Invoices that are in dispute will not be paid until the dispute has been resolved and at that time payment will be made in accordance with the [Prompt Payment Code guidance](#) and within the terms of the contract.

c. Advising suppliers if there is any reason why payment of an invoice will not be made within the agreed terms

- i. There are internal processes in place to identify invoices which are approaching their due date and are not yet cleared for payment. WPD will endeavour to notify suppliers promptly of any reasons why an invoice will not be paid to the agreed terms.

3. Encouraging good practice

- a. WPD encourages our suppliers to adopt the principles of the code throughout their own supply chain

Payment Metrics

Our latest Payment Performance results are published [here](#)

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