



Our Domestic Customer Charter

“The service I received was extremely efficient.”

Our Promise

NIE Energy aims to provide a first-class service and value for money for all our customers.

Customer Helpline **08457 455 455**

Lines open 8am-8pm, Monday to Friday, 9am-1pm, Saturdays. Calls recorded for quality assurance purposes.

IN TOUCH A QUICK STEP GUIDE



NIE Energy

Thank you for choosing NIE Energy as your electricity supplier. We provide you with the following services: Meter Reading, Billing, Payment options, Moving House, Energy Savings and General Advice.

Our Commitment

- Have caring and knowledgeable staff to help advise you on all the services we provide
- Ensure our services are accessible to all our customers
- Give you a choice of payment options
- Produce clear and accurate bills
- Provide help if you have difficulty paying
- Make it easy for you to transfer your account when you move home or switch to another supplier
- Provide special help and advice for our most vulnerable customers
- Make it easy for you to contact us
- Deal quickly and effectively to resolve any problems you tell us about
- Make a Guaranteed Standard Payment (£25) if we fail to respond to a query on your bill or miss an appointment, within the agreed timescales.
- Provide a list of advice agencies that may be of help to you.

Details of these are available on our website or by contacting our Customer Helpline.

Our Codes of Practice give information regarding the many different services we provide. The Northern Ireland Authority for Utility Regulation has approved the Codes of Practice under the terms and conditions of our Supply Licence. We have also consulted with the Consumer Council.

You can visit our website to view or download any of the Codes at www.nieenergy.co.uk
For a paper copy of these please phone or email us at: home@nieenergy.co.uk

The Codes of Practice are available in Braille, large print, CD or audio cassette. To receive a copy in any of these formats, please phone our Customer Helpline on **08457 455 455**. They are also available in several different languages.

Our Terms and Conditions and the tariff that applies to your supply, form the legally binding contract between you and NIE Energy. For a copy of these please phone our Customer Helpline on **08457 455 455**, visit our website at www.nieenergy.co.uk or e-mail us at home@nieenergy.co.uk

Customer Helpline **08457 455 455**

Lines open 8am-8pm, Monday to Friday, 9am-1pm, Saturdays. Calls recorded for quality assurance purposes.