

Discounted electricity with a pay-as-you-go Keypad

More than 210,000 households now have a pay-as-you-go Keypad meter. They are ideal for those who prefer to budget weekly and their handy display allows you to monitor your electricity use.

Pay-as-you-go Keypad

Keypad customers get 2.5% off the standard domestic rate. They are free to install and mean no more quarterly bills. You simply buy electricity top-ups at your local shop, over the telephone or using the new online service, making them more convenient than ever.

Keypad Powershift

Keypad Powershift offers customers the chance to reduce electricity costs. On top of the 2.5% discount, Keypad Powershift gives lower cost electricity every evening, weekend and during the day Monday to Friday - in fact at all times except between 4-7pm* daily Monday-Friday, when it costs more (5-8pm when clocks change in spring).

To make an appointment to have a pay-as-you-go Keypad meter fitted free of charge, please call our Customer Helpline.

Note: Keypad meters do not suit all meter positions and Keypad Powershift is not available to customers with Economy 7.



Discounted electricity with Direct Debit

Monthly Saver

More than 230,000 customers pay by monthly direct debit. The monthly amount and payment date is agreed in advance and you get 4% discount, saving up to £40 a year (minimum of £3.50 and maximum of £10 a quarter).

Quarterly Saver

If you prefer, you can pay the whole quarterly bill by direct debit, 14 days after the bill date. This means no more writing cheques or queuing up to pay. You get 2.5% discount saving up to £26 a year (minimum of £1.75 and maximum of £6.50 a quarter).

To sign up for direct debit please call our Customer Helpline with your bank details (from your cheque book).



Customer Helpline 08457 455 455

8am - 8pm Monday to Friday 9am - 1pm Saturday

email: home@nieenergy.co.uk

Dear Mrs Watt...



Got a question for Mrs Watt?

- Q. How much does it cost to run an immersion heater?**
- A.** The immersion has a power rating of 3 kilowatts (3,000 watts) which uses 3 units of electricity an hour. This costs around 53 pence an hour (or 22 pence at the low rate of Economy 7).
- Q. I have ten 50 watt low voltage spotlights in my kitchen. Are they the same as energy saving lamps?**
- A.** No they are not the same. Low voltage lights provide a lovely sparkly light but they can be real energy guzzlers. Ten 50 watt spotlights equals 500 watts which uses ½ a unit every hour, costing around 9 pence. Always check the power rating - more watts mean higher bills.

Email your electricity question to mrs watt@nieenergy.co.uk or write to Mrs Watt, NIE Energy, Woodchester House, 50 Newforge Lane, Belfast, BT9 5NW.

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NEWSLETTER



Inside this issue...

- New electricity prices announced
- Energy saving light bulb offer
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Electricity prices

Record wholesale fuel costs, which have increased by on average over 100% within the last year, will require NIE Energy to increase electricity prices by 33.3% from 1 October. The increase will add £2.81 a week to the average household bill. Economy 7, which is used for heating in about 4% of homes, will also increase by 33.3% and will remain comparable with oil and gas heating costs*.

NIE Energy Managing Director Stephen McCully explains:

“NIE Energy regrets having to pass such a sizeable increase on to customers, but the sustained very high power purchase costs have left us with no alternative. This increase does not increase the profit of NIE Energy. Both the Regulator and the Consumer Council are satisfied that this is the case.”

Stephen McCully added:

“I would like to assure our customers that if NIE Energy is able to secure the purchase of lower cost power during 2009, this will be passed on to customers in the autumn 2009 price review.

“This is a tough economic climate and we are concerned about the impact of this increase on our customers, particularly those on lower incomes. There is help available for those who need it most.

“We have practical energy saving schemes available such as free upgrading of central heating systems with free household insulation. We would also encourage more of our customers to take advantage of one of our discounted payment schemes such as Keypad or direct debit, to help offset increasing energy costs.”

* Based on 'Sutherlands Tables' comparative heating cost for Northern Ireland methodology



What NIE Energy is doing to help

There are a number of schemes aimed at helping vulnerable households including free upgrading of central heating systems with insulation.

To find out more about these schemes and get free, impartial energy saving advice please contact the Energy Saving Trust on **freephone 0800 512 012** (Mon-Fri 9am-5pm) or email ni.advice@est.org.uk.

Working with a range of organisations, NIE Energy offers customers a free benefits entitlement check which, to date, has increased participants' benefit claims by an extra £29.00 on average per week. This scheme is funded by Northern Ireland Electricity. For more information, visit www.nie-yourenergy.co.uk or call **freephone 0800 072 0601** (Mon-Fri 8am-6pm).

NIE Energy is also actively engaged with the government's Fuel Poverty Task Force and will play a full part in giving practical help to our most vulnerable customers.

Energy saving light bulb offer

One simple way to use less energy and reduce your energy bills is to replace standard light bulbs with energy saving ones. When put in a frequently used light, an energy saving light bulb can save you up to £10 a year off your electricity bill.

Whatever types of bulbs you use in your home, there are sure to be energy saving equivalents. Technology has moved on since energy saving bulbs were first invented and so has the way they look. Like standard bulbs they come in all shapes and sizes, are just as bright as standard bulbs and are kinder to the environment.

Online mail out offer

Bulbs are available in a range of energy saving wattages of between 8 and 20 watts, which is the equivalent of between 35 and 100 watts from standard bulbs. They come in options to fit the majority of light fittings - Edison Screw, Small Edison Screw and Bayonet Cap.

- Softone** - £3.00
- Candle** - £3.00
- Mini Lustre** - £3.00
- Spiral** - £2.50

Visit www.electrifyingdeals.co.uk

Minimum order of 6. Prices include postage & packaging.

Instore at Euronics offer

A pack of four Philips 20 watt Softone light bulbs for £11.99. These are available at selected Euronics Stores throughout Northern Ireland. For a full list of stores, please visit www.nie-yourenergy.co.uk or see your telephone directory under Electrical Appliance Stores.



Ordinary Bulbs	Equivalent	Energy Saving Light Bulbs
25W	Equivalent	5W
40W		7-10W
60W		15-18W
100W		20-25W
150W		32W

Energy Saving Tips

Around 50% of the electricity used in the average home is on lighting and refrigeration. Here are some energy saving tips to help you cut down on these costs.

Lighting

- Simple but effective - don't leave lights on in empty rooms
- Use natural daylight as much as possible and clean lamps regularly
- Energy saving lamps - much cheaper to run and last far longer
- Limit use of spotlights - nice to look at, but can be expensive to run

Refrigeration

- Avoid leaving the fridge door open
- Don't put hot or warm food straight into the fridge; allow it to cool first
- Defrost your fridge and freezer regularly. If it frosts up quickly, check the door seal
- It makes sense to avoid putting your fridge next to an oven or boiler
- When buying new kitchen appliances always look for the 'Energy Saving Recommended' logo

To get a free, personalised home energy report on how you can save energy in your home, please visit www.est.org.uk/northernireland or call the Energy Saving Trust Advice Centre on **freephone 0800 512 012** (Mon-Fri 9am-5pm) or email ni.advice@est.org.uk

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Legal Notice - Default Customer Scheme

This new scheme applies to customers who are taking electricity supplied by us without prior agreement, for example moving to vacant or brand new premises, and sets out their Terms and Conditions. It applies under paragraph 3 of Schedule 6 of the Electricity (Northern Ireland) Order 1992 as amended by the Electricity Regulations (Northern Ireland) 2007. For a full copy visit our website at www.nieenergy.co.uk or call our Customer Helpline.