

“I control the electricity I use with the handy keypad. I don't get a bill, I just pay as I go.”

# Paying by keypad meter

## Power at your fingertips

A Keypad meter is an easy 'Pay As You Go' way of buying electricity. It helps you to keep a check on the amount of electricity you use and can save you money with a 2.5% discount off the standard unit rate.

Customer Helpline **08457 455 455**

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

# Paying by keypad meter

## Benefits of a Keypad meter?

- You are in control, no more paper bills, just 'Pay As You Go'.
- 2.5 % discount off the standard unit rate.
- Free installation
- A customer friendly display, which helps you manage your electricity usage.

## How do I buy electricity?

You can buy "top ups" from a Paypoint or payzone agent. A list of agents are available on our website. You can also buy from home with a debit card, by calling our Customer Helpline **08457 455 455** (24 hour service) or on-line at **www.nieenergy.co.uk**

## How much can I buy?

You can buy in multiples of £1, any amount from £5 - £175. Each time you buy you will get a 20 digit number which you simply key into your meter.

## What if I lose the 20-digit number?

Simply call our customer helpline or visit the agent where you made the payment and you will be given the 20-digit number free of charge.

## How will I know how much credit I have left?

Press button # to show the amount of credit you have left. Press button 1 to show the number of days usage you have left.

## Will I get any warning if my credit is low?

Yes, if your credit reduces to £1 you will hear an alarm for 2 minutes, every half hour, except during the hours of 10pm to 8am. Press any button to turn off the alarm.

## What happens if my credit runs out?

You will automatically get £1 emergency credit when you press a button to switch off the low credit alarm.

## What happens if my emergency credit runs out?

We provide extra emergency credit called "Friendly Credit" to give you enough time to buy another top-up. If your emergency credit runs out during the week after 4pm, your electricity will not go off until 8am the following day.

If your emergency credit runs out after 4pm on a Friday, your electricity will not go off until 8am (or 11am by request) the following Monday. Remember, the next time you buy a top-up, any emergency credit used will be deducted from your payment.

## How can a Keypad meter help me reduce the electricity I use?

The keypad can tell you your electricity costs over the last day, week, or month. You can also look at the electricity you are currently using (1 kilowatt (kw) x 1 hour = 1 unit of electricity) allowing you to work out what each appliance uses.

## Keypad Powershift

NIE Energy Keypad customers may save money with Keypad Powershift, our time of day tariff. Low cost electricity is available every evening, all weekend and during the daytime Monday to Friday. For more information about Powershift please phone our Helpline.

## How do I get a Keypad meter?

- Phone our Customer Helpline **08457 455 455**
- E-mail us at **home@nieenergy.co.uk**

Please note, it may not always be possible to fit a Keypad meter, depending on the wiring in your home.

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