



Paying for your electricity

“ The payment schemes and discount make paying for my electricity easy. ”

We offer a number of ways to make paying for your electricity as easy as possible. We also offer discount for paying by Direct Debit or with a keypad meter.

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



Your Electricity Bill

We issue bills every three months for electricity you have already used. Payment is due within 14 days and we offer a range of different ways to pay.

- Monthly Saver - pay an agreed amount by direct debit from your bank/building society account every month and get 4% discount, saving up to £40 a year (£10 a quarter)
- Quarterly Saver - pay the full amount of each quarterly bill by direct debit from your bank/building society account and get 2.5% discount, saving up to £26 a year (£6.50 a quarter)
- By Post - send your cheque payable to NIE Energy Ltd. with the bill tear-off slip in the FREEPOST envelope provided.
- Debit Card - by phone through the Customer Helpline or on-line at www.nieenergy.co.uk
- Any Post Office - cheques should be made payable to Post Office Ltd.
- Any PayPoint or payzone outlet - only cash payments can be accepted
- Any Bank - Bank of Ireland do not charge for this service but other banks may.

No more bills with a 'Pay as you Go' Keypad Meter

Similar to buying mobile phone top-ups, Keypad meters are ideal for those who prefer to budget weekly. You will have no more paper bills, just 'Pay as you Go'.

You will get 2.5% discount off the standard rate and can buy top-ups online, over the telephone 24 hours a day or from many local agents. Details of these are available on the website: www.nieenergy.co.uk

Installation is free and the customer friendly displays will help you manage your electricity usage. If you are interested in a keypad meter please call our Customer Helpline.

High Bills

When a higher-than-usual bill arrives many customers suspect their meter may be faulty, however this is rarely the case. Before calling our Helpline about a high bill please check the following:

- Was your last bill estimated (it may have been a low estimate and this bill is 'catching up').
- Are you comparing a winter bill to a summer bill.
- Have your circumstances at home changed, for example a child returning from university or the arrival of a new baby. This can increase the amount of electricity used around the home.
- Have you installed any new equipment, for example a tumble drier or an electric heater.

If you have carried out these checks and are still concerned about a high bill please do not hesitate to get in touch.

On the move

It is important to open or close your account properly. If not, you may end up being billed for electricity used by someone else. Call our Customer Helpline a few days before you move.

Estimated bills

If our meter reader misses you when he visits, we will use an estimated reading to produce your bill. These are usually quite accurate. However if you provide your own reading within 24 hours of the meter reading visit we will use that instead. You can do this by:

- Telephone - call **08456 093 030** when prompted provide your name, address, customer number and meter reading. Lines open 24 hours a day.
- Email - send your name, address, customer number and meter reading to meter.reading@nie.co.uk

Customer Helpline **08457 455 455**

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