



“I was offered helpful advice which I really appreciated.”

**NIE energy**  
*in touch with you*

## customers with **Payment difficulties**

### **Our Promise**

Our experienced staff will work with you to agree a repayment plan to suit your budget.

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



# Payment Difficulties

## Our aim

Our aim is to prevent customers finding themselves in a debt situation by offering timely advice and a range of payment methods that will suit their needs.

## Our Commitment

NIE Energy recognises that some customers will have difficulty paying for their electricity. We are committed to helping customers overcome temporary or longer-term financial difficulties.

## We will:

- Adopt a positive, caring and helpful attitude.
- Listen carefully to understand the problem and establish all the facts.
- Discuss the payment options available and move towards a solution.
- If necessary, refer you to your local advice centre, to help reach a satisfactory solution.

## Your Responsibility

When you register as a customer of NIE Energy you agree to take and pay for electricity under our terms and conditions.

A copy of these are available on our website: [www.nieenergy.co.uk](http://www.nieenergy.co.uk) or by contacting our Customer Helpline **08457 455 455**

## We need you to:

- Contact us immediately on our Customer Helpline **08457 455 455**, to make us aware of any short or long-term difficulties you may have.
- Be open and honest about your situation and ability to pay for your electricity.
- Agree to keep to a repayment plan that suits your budget.

## Independent Advice

If you have concerns about approaching NIE Energy about your payment difficulties, you should contact your local **Citizens Advice** or **Independent Advice NI Agency**. They may be able to offer you help.

Details of these are available on our website: [www.nieenergy.co.uk](http://www.nieenergy.co.uk) or by contacting our Customer Helpline **08457 455 455**

Please do not ignore the situation, as it only makes it harder to resolve.

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