

Our domestic Customer Charter

Our Promise: Power NI aims to provide a first class service and value for money for all our customers

www.powerni.co.uk



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

Our service to you

- ✓ 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 License. We have also consulted with the Consumer Council.

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

The Codes of Practice are available in Braille, large print, CD. To receive a copy in any of these formats, please phone our Customer Helpline on 03457 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 Power NI.

For a copy of these please phone our Customer Helpline on **03457 455 455**, visit our website at **www.powerni.co.uk** or email us at **home@powerni.co.uk**.

Customer Helpline on 03457 455 455

Lines open Monday to Friday 8am-7pm

Calls recorded for quality assurance

www.powerni.co.uk