

Code of Practice on Payment of Bills

Are you having payment difficulties?

www.powerni.co.uk



Help with payment difficulties

- ✓ Are you having difficulty paying your electricity bill now?
- ✓ Or do you think you may have difficulty in the future?

In either case, we are here to help you. Talk to us as soon as possible by contacting our Customer Helpline 03457 455 455. Our team has lots of experience in supporting customers in similar situations. We'll try to find a payment solution that suits your circumstances and we'll treat you with fairness and consideration at all times.

Our commitment to you

We recognise that from time to time, some customers may have difficulty paying for their electricity. We try to help our customers avoid this situation by offering appropriate advice, but where it arises, we are committed to helping customers overcome temporary or longer-term financial difficulties.

You may be able to reduce your bills by using electricity more efficiently. For more information, please refer to our 'Efficient Use of Electricity' Code of Practice.



We will take the following steps to help you:

- ✓ 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.
- ✓ We will monitor your agreed payment plan and would encourage you to contact us if you experience difficulties or default with the payment arrangement.
- ✓ If you fail to comply with the payment arrangement, we may install a prepayment meter at your property if safe and practical to do so.
- ✓ The meter will be set to collect some of your debt with each top up made. When setting the meter, we will take into account your ability to pay and will recover no more than a maximum of 40% of each top up.
- ✓ If necessary we may refer you to your local advice centre, to help reach a satisfactory solution.
- ✓ We can assure you that we will take all reasonable steps to agree a suitable payment arrangement to prevent us having to disconnect the supply.

Your responsibility

When you register as a customer of Power NI you agree to take and pay for electricity under our terms and conditions. Copies of these are available on our website: **www.powerni.co.uk** or **contact our Customer Helpline 03457 455 455.**

What you can do to help us:

- ✓ Contact us immediately on our Customer Helpline 03457 455 455, to make us aware of any short or long- term difficulties you may have.
- ✓ Be open and honest about your situation and your ability to pay for your electricity.

Remember – don't delay!

The sooner you get in touch, the sooner we can help.

Commercial Properties

If we have been made aware your electricity is obtained from a non-domestic supply, for example a flat above a commercial premises, we will take all reasonable steps to ensure you are not disconnected inappropriately as a result of the commercial premises no longer receiving electricity.

This may require you requesting metering work to be completed by Northern Ireland Electricity Networks.

Take Independent Advice

If you have concerns about approaching Power NI about your payment difficulties, we suggest you contact your local Citizens Advice or Independent Advice NI Agency. They may be able to help.

If you are unhappy with the level of repayment we would ask you to contact us to see what can be done. If we are unable to come to a satisfactory level of repayment, you can contact the Consumer Council. This is a free and independent body.

Contact details for these organisations are available on our website: **www.powerni.co.uk** Alternatively, call our **Customer Helpline 03457 455 455**

Customer Helpline on 03457 455 455

Lines open Monday to Friday 8am-7pm. Calls recorded for quality assurance

www.powerni.co.uk

The Codes of Practice are available free of charge.

Alternative formats and languages may be available on request.