

Customer Guide – meter reading & billing

In this guide...

- ✓ Your meter
- ✓ Meter reading
- ✓ Bills
- ✓ High bills
- ✓ Cancelled bills
- ✓ Energy Online

For further information

You can visit our Business Help & Support section at www.powerni.co.uk/business/help-support to read our full range of Customer Guides and FAQs

Your meter

- Your meter records how many units of electricity you use
- This is measured in 'kilowatt-hours' (kWh)
- Meters are usually very accurate and faults are very rare
- Your tariff depends on the kind of meter installed, for example Popular, Nightsaver or Weekender

Meter reading

- NIE Networks' meter readers call every 3 months (quarterly)
- If they don't get a reading during their visit they will leave a card for you to provide your own reading within 24 hours, otherwise an estimate will be used
- Estimated readings are based on past billing history and are usually accurate
- For help with reading your meter go to www.nienetworks.co.uk/meter-reading

If you think an estimated bill is not accurate please call us with your own readings on 03457 455 455 (lines open Mon-Fri, 9am to 5pm).

Bills

We subtract your **previous reading** from your **present reading** to work out how many units you have used.

This period's electricity use			
Meter 09P12345			
Unit Type	Previous	Present	Units
Standard	53236 E	57414	4178
E = Estimated reading			

We then calculate your bill using the following tariff rates and charges:

- Units – the amount of electricity you have used
- Standing charge – a fixed charge that does not vary with the amount used
- Climate Change Levy - a tax on electricity used in business premises (5% VAT customers are exempt)
- VAT – usually 20% but this reduces to 5% if on average you use less than 33 units a day. More information is available in our VAT leaflet

High bills

When an unexpected high bill arrives, many customers suspect that their meter may be faulty, but this is very rarely the case. The most common reasons for a higher bill are:

- You may be comparing a winter bill to a summer bill
- It may be a 'catch up' bill following a low estimated reading last quarter
- Longer opening hours in your business
- New equipment fitted for example heating, air conditioning, refrigeration

If you are worried about a high bill please contact us with your own meter reading and we will be happy to investigate it for you.

See next page for...

- Cancelled bills
- Energy Online

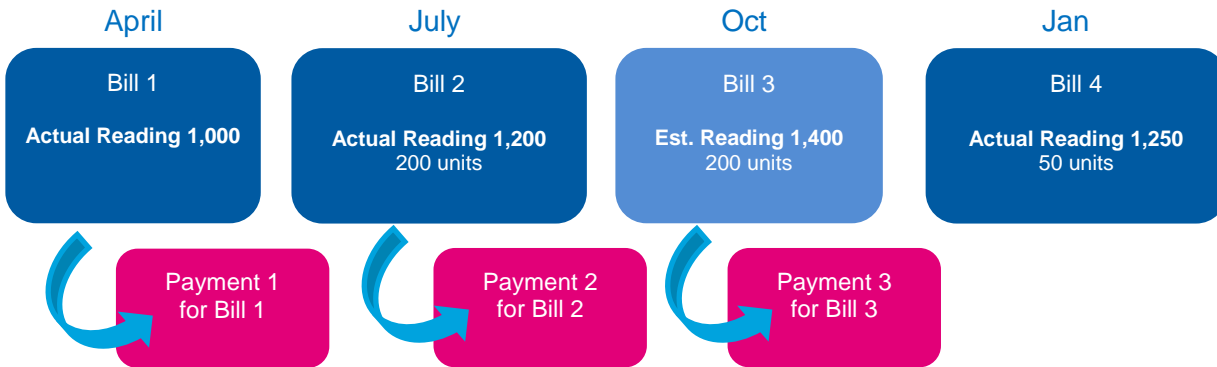
Cancelled bills

Following a series of estimated bills, we sometimes get an actual meter reading that is **lower** than the estimated readings used on previous bills. In order to correct this we will:

- cancel the previous bills until we reach one with a **lower** reading than your **latest** reading
- credit you with any payments you have made on the cancelled bills
- re-calculate your new bill, for electricity used since the lower reading

(Please be aware that the new bill may include multiple standing charges if the period is more than one quarter)

Example



- The actual meter reading in Bill 4 is 150 units lower than the estimate used in Bill 3
- This means that the estimate used in Bill 3 was too high
- We will therefore cancel Bill 3 and credit Payment 3 to your account
- Bill 4 will be based on the difference between the July and January readings (50 units)

Energy Online

Paper bills are okay, but wouldn't it be better if you could.....

See up to 2 years' bills all together...

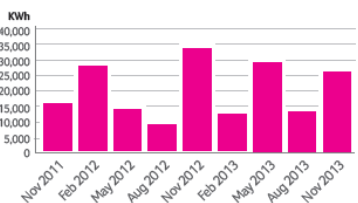
Date	Bill Amount	
15 Nov 2013	£ 5291.85	view / save bill
15 Aug 2013	£ 5075.92	view / save bill
15 May 2013	£ 6837.61	view / save bill
15 Feb 2013	£ 6759.42	view / save bill
15 Nov 2012	£ 6222.05	view / save bill
15 Aug 2012	£ 7473.43	view / save bill
15 May 2012	£ 7922.52	view / save bill
15 Feb 2012	£ 8189.59	view / save bill

Check your recent payments...

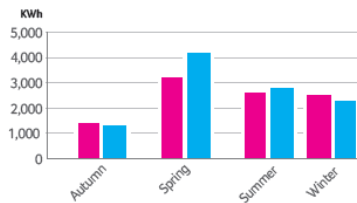
Payment Date	Payment Amount
27 Aug 2013	£5075.92 CR
28 May 2013	£6837.61 CR
25 Feb 2013	£6759.42 CR
26 Nov 2012	£6222.05 CR

More than 1 in 3 commercial Direct Debit customers enjoy our free, paperless billing service, Energy Online.

Track historic consumption...



Compare this bill to last year...



We'll even give you an **extra 2% discount*** for helping us protect the environment by using less paper and 'postage miles'.

(*Applies to quarterly-billed customers. Other discounts apply for monthly-billed users)

Direct Debit customers can activate Energy Online today at

www.powerni.co.uk/energyonline