

Customer Guide – moving premises

In this guide.....

- ✓ Moving out
- ✓ Moving in
- ✓ Payment & tariffs
- ✓ New connections
- ✓ Energy Online

Moving out

Two days before your move please call our Customer Helpline at **03457 455 455** and from your electricity bill provide your:

- ✓ Account Number and Meter Point Reference Number (MPRN)
- ✓ Meter serial number (from the front of your meter)
- ✓ Full address including postcode

As well as your:

- ✓ Closing meter reading(s)
- ✓ New/forwarding address
- ✓ Telephone number (or e-mail address)

Important - you remain responsible for the electricity used in these premises until you have closed your account properly, or arranged with us to have the supply disconnected.

Moving in

On the day of your move please call our Customer Helpline at **03457 455 455** and register for supply. Please have the following information when you call:

- ✓ Existing Power NI Account Number (if you have one)
- ✓ Full address of the new premises (including postcode)
- ✓ Meter serial number (from the front of the meter in the new premises)
- ✓ Opening meter reading(s)
- ✓ Telephone number and email address
- ✓ Bank details (to set up your Direct Debit payment)

Depending on the type of business you will also need to provide:

- ✓ For Limited Companies: the Company Registration Number
- ✓ For Sole Traders: your name, date of birth and home address
- ✓ For Partnerships: the name, date of birth and home address of all the partners

Direct Debit

Direct Debit is our preferred payment method and we offer up to 4% discount* for paying this way. You can pay the whole bill each quarter or spread the costs over the year with regular monthly payments.

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

Choosing the best tariff

The best tariff depends on how much electricity you use and when you use it. As a general guide:

- **Popular** – best for mixed retail, offices and premises with 9-5 opening hours
- **Nightsaver** – best for food retail, premises with storage heating or lots of fridges/chillers
- **Weekender** – best for pubs etc. and premises open mainly in the evenings and at the weekend

The above tariffs are for quarterly-billed customers. For larger supplies our monthly-billed Multirate tariff will apply.

New connections

Before the new supply can be connected you must first register with us. To do this you require the MPRN from NIE Networks.

If you do not know your MPRN please call NIE Networks at 03457 643 643 or email customercontact@nienetworks.co.uk

Once you have the MPRN please call the Power NI Customer Helpline at 03457 455 455. You will be asked for the same information as required for Moving In – see left.

For more information, please see overleaf...

Once you have your Account Number you can register for our free online billing service, Energy Online, where you can:

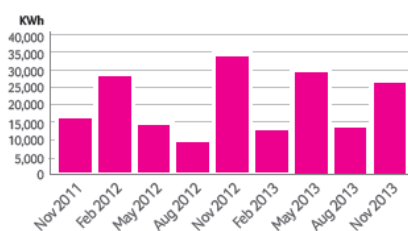
See up to 2 years' bills all together...

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

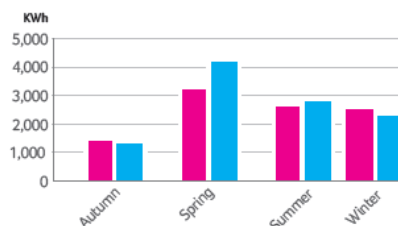
Check your recent payments...

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

Track historic consumption...



Compare this bill to last year...



You can do all this and more with Energy Online – we'll even give you an extra 2% discount* for helping us protect the environment by using less paper and 'postage miles'.

Direct Debit customers can activate Energy Online today at www.powerni.co.uk/energyonline

(*Online billing discount applies to quarterly-billed commercial customers only. Other discounts apply for monthly-billed users.)

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

Contact Us

Call: 03457 455 455 (9am-5pm, Mon-Fri)
Email: business@powerni.co.uk
Web: www.powerni.co.uk/business