

# Customer Guide – Energy Online

Within the **My Account** section of Energy Online there are 4 pages:

## Account Home | My Consumption | My Bills/Letters | My Details

- 1. Account Home** - contains all your account details including a bill and payment history
- 2. My Consumption** - displays graph based on your consumption
- 3. My Bills/Letters** - view and print up to 2 years' bills and letters
- 4. My Details** - update and view your contact and security details

**Account Home** | My Consumption | My Bills / Letters | My Details

**Account Details**

Account Number	Account Name	Payment Method	Balance
1234567891	BEN'S BAKERY	Direct Debit	<b>£103.75 CR</b>

**Billing Address** [Click here Make a Payment](#)

123 MAIN STREET  
BELFAST  
BT1 2AB  
Northern Ireland

**Premise(s) supplied** [\(Click here to add another premise/service\)](#)

Supply Reference Number	Service Type	Tariff	Supply Address
MPRN 81456789123	Electricity	Popular - Monthly	123 MAIN STREET, BELFAST, BT1 2AB, Northern Ireland

**Bill history**

Bill date	Bill amount
31 Jul 2012	£231.26
27 Apr 2012	£289.39
02 Feb 2012	£352.11
25 Oct 2011	£197.46

**Payment history**

Payment date	Payment amount
03 Sep 2012	£109.00 CR
01 Aug 2012	£109.00 CR
02 Jul 2012	£109.00 CR
01 Jun 2012	£109.00 CR
01 May 2012	£109.00 CR
03 Apr 2012	£109.00 CR

1

**Account Home** | My Consumption | My Bills / Letters | My Details

Historical Units | Cost | Carbon Emission | Compare to Last Year | Compare with Others

Consumption trend - Historical units

100%  
1,500  
1,000  
500  
0

Jul 2011 Oct 2011 Jan 2012 Apr 2012 May 2012 Jul 2012 Oct 2012 Jan 2013 Feb 2013 Apr 2013

Site address: 123 Main Street, Belfast

Month Year: Apr 2011, Feb 2013, Jan 2013, Oct 2012, Jul 2012, May 2012

Month Year	Read	24 Hour	Total
Apr 2013	Customer	1,240	1,240
Feb 2013	Actual	78	78
Jan 2013	Actual	1,474	1,474
Oct 2012	Customer	1,094	1,094
Jul 2012	Estimate	887	887
May 2012	Customer	314	314
Apr 2012	Customer	1,191	1,191

2

**Account Home** | My Consumption | My Bills / Letters | My Details

**Your bills for account** 1234567891

Click on the corresponding link next to a bill to view or save the bill as a PDF file.

Date	Bill Amount
01 May 2013	£ 178.43 <a href="#">view / save bill</a>

**Your letters**

Date	Type
27 Jun 2013	Tariff Change Notification <a href="#">view / save letter</a>
25 May 2013	Direct Debit Welcome <a href="#">view / save letter</a>
15 Apr 2013	Direct Debit Welcome <a href="#">view / save letter</a>
24 Mar 2013	Direct Debit Welcome <a href="#">view / save letter</a>
07 Mar 2013	Direct Debit Welcome <a href="#">view / save letter</a>
28 Feb 2013	Send Change of Tenancy Welcome Pack <a href="#">view / save letter</a>
28 Feb 2013	Direct Debit Welcome <a href="#">view / save letter</a>

3

**Account Home** | My Consumption | My Bills / Letters | My Details

**Your Contact Details** [\(Click here to update\)](#)

Email Address	Phone Numbers	Receive Special Offers
ben@bensbakery.com	Home 028 9012 3456 Mobile 078 1234 5678	Yes

**Security Details** [\(Click here to update\)](#)

**Security Question**  
Best childhood friend

**Account Number** 1234567891 [\(Click here to update\)](#) [\(Click here to update another account\)](#)

Mailing Address	Premises linked to this account
123 Main Street Belfast BT1 2AB	123 Main Street, Belfast, BT1 2AB <a href="#">Update</a> <a href="#">(Click here to add another premise/service)</a>

4

# Customer Guide – Energy Online

Other sections within Energy Online include:

## Make a Payment | Enter Meter Reading | Online Enquiry | Online Survey | Help

- 1. Make a Payment** - option to top up account with additional payments
- 2. Enter Meter Reading** - avoid estimated bills by inputting actual meter readings
- 3. Online Enquiry** - make an enquiry about your account
- 4. Online Survey** - give us feedback on how we can improve Energy Online for you

### Account information

Current Balance (Your account is currently in credit)  
£-135.35  
Minimum Payment (Minimum does not apply if current balance is less than £20.00)  
£20.00  
Maximum Payment (Maximum does not apply if current balance is greater than £1,000.00)  
£1,000.00

#### Amount and contact details

Amount to pay: £

Receipt email address:

Confirm email address:

I'd like to receive special offers and updates from Power NI  (See note below)

[Continue to next stage](#)

Fields marked with a \* are required to continue with your purchase

#### [1] Email disclaimer

From time to time we send out information about our products and services. We will not share your email address with third parties. If you do not want to receive communications from us you can opt out using the tickbox above or send an email to [remove@powerni.co.uk](mailto:remove@powerni.co.uk)

Home My Account Make a Payment **Enter Meter Reading** Online Enquiry Online Survey Help Logout

[Account Home](#) | [My Consumption](#) | [My Bills / Letters](#) | [My Details](#)

### Submit Meter Readings

Enter readings for the meters shown below, for the electricity service

Address: 123 Main Street, Belfast, BT1 2AB  
MPRN: 81456789123

Meter Serial Number YE71234

Register	Previous Reading / Date	Enter Today's Reading	Units
24 Hour	55840 / 29 Apr 2013	<input type="text"/>	kWh

[Check Reads](#) [Select Another Service](#) [Cancel](#)

1

2

Home My Account Make a Payment Enter Meter Reading **Online Enquiry** Online Survey Help

### Contact Us Online

Select a category below, enter your query and click on the submit button.

\* Category:

\* Your Message:

[Submit](#) [Cancel](#)

3

Home My Account Make a Payment Enter Meter Reading Online Enquiry **Online Survey** Help Logout

### Online Survey

Your feedback is important to us!

Please select the appropriate answers to the questions below, and click on the Submit Survey button below.

\* Which type of customer are you?

\* How did you hear about Energy Online?

\* How do you rate the Energy Online service?

\* How do you rate the registration process?

\* How often do you use the Energy Online service?

\* How often do you view your electricity consumption history?

\* How useful did you find the submit meter read function?

\* How useful did you find the bill calculator?

\* How did you find the online help function?

\* Can you find what you are looking for on Energy Online or did you have to call/email us?

Any other suggestions for us?

Thank you for taking the time out to complete this survey

[Submit Survey](#) [Cancel](#)

4

## Contact Us

**Call:** 03457 455 455 (9am-5pm, Mon-Fri)

**Email:** [business@powerni.co.uk](mailto:business@powerni.co.uk)

**Web:** [www.powerni.co.uk/business](http://www.powerni.co.uk/business)