

# Customer Guide – paying your bill

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- ✓ BACS transfer

In this guide we explain the different ways you can pay your bills starting with Direct Debit, our most popular payment method.

Payment of all bills is due by the “payment due date” at the top of each bill.

## Direct Debit

More than half of all business customers enjoy the convenience of Direct Debit payments, collected straight from their bank accounts.

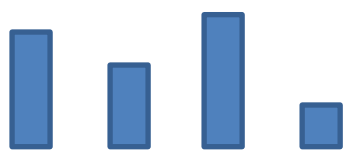


They also enjoy discounted rates and have access to Energy Online, our free paperless billing service (more information overleaf).

## Quarterly Direct Debit

This simple, convenient way of paying is favoured by smaller businesses whose bills are relatively low.

Your bills are issued every quarter (3 months) as usual, but instead of having to organise payment each time, it is collected from your bank account on the due date.



4 convenient payments a year

## Monthly Direct Debit

If you prefer, you can spread your costs over the year, with regular monthly payments.

For example if your estimated costs are £1,200 a year you would pay £100 on an agreed date each month.



12 payments a year on an agreed date each month

Once your Direct Debit has been set up we will monitor your account to make sure that your monthly payments continue to match your energy costs. If at any time you think your payments are too much, or too little, please get in touch.

All payments are protected by the Direct Debit Guarantee scheme.

## Online payments with FastPay



FastPay is a quick and easy way to pay your bill online with no need for registration.

It's easy - all you need is your Account Number from your latest bill and your credit or debit card.

[www.powerni.co.uk/fastpay](http://www.powerni.co.uk/fastpay)

## Post

Make your cheque payable to 'Power NI Limited', cross it 'A/C Payee' and put your Account Number on the back.

Detach the payment slip from your bill and send it with your cheque to Power NI Freepost BEL 3391, PO Box 847, Belfast, BT9 5NG. A Freepost envelope is provided if your bill is over £100.

## Bank

You can pay at any high street bank. Simply bring your complete bill with you and pay the cashier. Please keep the receipt as proof of payment.

More information overleaf...

## Further information

Please visit Business Help & Support at [www.powerni.co.uk/business/help-support](http://www.powerni.co.uk/business/help-support) to see our full range of Customer Guides and FAQs

## BACS

You can also pay by BACS electronic transfer of funds.



It is important to include some key information with your payment to make sure it is allocated to the correct account.

In your instructions to your bank please include:

- Our bank details (from the bill giro slip)
- Your Company Name
- Your Power NI Account Number
- The payment amount

In your remittance to us, please include:

- Your Power NI Account Number
- Your Meter Point Reference Number (MPRN) or MPRNs for multiple sites
- The payment amount and date

## Customers having difficulties paying bills

If you are having difficulties paying a bill please get in touch immediately and we will try to agree a payment plan with you to suit your budget.

Call our Customer Helpline at 03457 455 455 (lines open Mon-Fri 9am to 5pm).

We will be sympathetic to any business experiencing cash-flow difficulties and will always try to work with you to resolve any payment issues.

However, if no genuine attempt is made to pay what is owed we will disconnect the supply and take legal action to recover costs. To do otherwise would be grossly unfair to the vast majority of customers who pay their bills on time.

## Paper bills are ok but wouldn't it be great if you could...

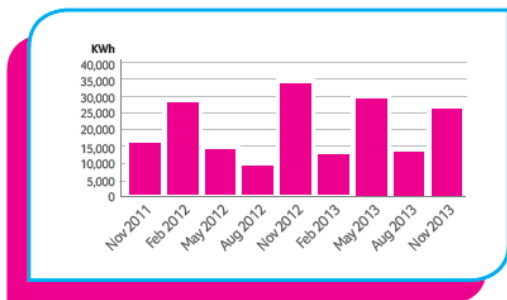
See up to 2 years' bills all together...

Date	Bill Amount	
15 Nov 2013	£ 5291.85	<a href="#">view / save bill</a>
15 Aug 2013	£ 5075.92	<a href="#">view / save bill</a>
15 May 2013	£ 6837.61	<a href="#">view / save bill</a>
15 Feb 2013	£ 6759.42	<a href="#">view / save bill</a>
15 Nov 2012	£ 6222.05	<a href="#">view / save bill</a>
15 Aug 2012	£ 7473.43	<a href="#">view / save bill</a>
15 May 2012	£ 7922.52	<a href="#">view / save bill</a>
15 Feb 2012	£ 8189.59	<a href="#">view / save bill</a>

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 quarterly-billed customers an extra 2%\* discount for helping us protect the environment by using less paper and 'postage miles'.

\*2% discount applies to quarterly-billed business and farm customers. Other discounts apply for monthly-billed users.

Customers can activate Energy Online today at [www.powerni.co.uk/energyonline](http://www.powerni.co.uk/energyonline)

## 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)