

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

Account summary
Your account balance is now: £0.00

Missed a payment? Pay now

We will email you to let you know when your next bill is available. [View my last bill \(PDF\)](#)

Introduce a friend - and earn up to £100!*
Refer a business or farm account to us and if they become a customer we'll give you £25, £50 or even £100 of shopping vouchers! *For a limited time period only. T&Cs apply. [Find out more](#)

My Bills
Select year: 2020 2019 2018 2017
Bill date Amount
02 January 2020 £6,303.15 [View](#)

My Letters
Select year: 2019 2018
Date Type
05 February 2019 Energy Online Registration [View](#)

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My Energy Usage

Monitor your usage, track costs and view your carbon emissions using the charts below.

Consumption trend - Historical units

| Month Year | Current Period | Day Units | Evening & Weekend | Night Units | Peak Units | Summer Day Units | Summer Evening & Weekend | Winter Day | Winter Peak |
|------------|----------------|-----------|-------------------|-------------|------------|------------------|--------------------------|------------|-------------|
| Jan 2020 | 20,326 | 0 | 0 | 10,003 | 0 | 0 | 0 | 0 | 0 |
| Nov 2019 | 0 | 0 | 0 | 9,152 | 0 | 0 | 0 | 0 | 2,563 |
| Oct 2019 | 0 | 0 | 0 | 7,172 | 0 | 0 | 0 | 0 | 2,539 |
| Sep 2019 | 0 | 3,026 | 2,547 | 3,006 | 2,262 | 16,980 | 0 | 0 | 0 |
| Aug 2019 | 0 | 0 | 0 | 4,910 | 0 | 11,219 | 0 | 0 | 2,803 |
| Jul 2019 | 0 | 0 | 0 | 4,221 | 0 | 11,300 | 0 | 0 | 2,414 |
| Jun 2019 | 0 | 0 | 0 | 1,241 | 0 | 10,610 | 0 | 0 | 2,315 |
| May 2019 | 0 | 0 | 0 | 6,285 | 0 | 12,130 | 0 | 0 | 3,215 |
| Apr 2019 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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My Bills

Select year: 2020 2019 2018 2017

| Bill date | Amount | View |
|-------------------|-----------|----------------------|
| 02 December 2019 | £6,865.43 | View |
| 01 November 2019 | £3,695.33 | View |
| 01 October 2019 | £2,975.72 | View |
| 03 September 2019 | £2,907.46 | View |
| 01 August 2019 | £2,874.49 | View |
| 01 July 2019 | £2,725.36 | View |
| 03 June 2019 | £3,234.26 | View |
| 01 May 2019 | £3,425.14 | View |
| 01 April 2019 | £3,556.40 | View |
| 01 March 2019 | £6,307.05 | View |
| 01 February 2019 | £9,014.41 | View |
| 02 January 2019 | £6,602.24 | View |

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My Details

Personal details [Update](#)
Name: Mobile phone:
User name: Home phone: Work phone:

Contact preferences [Update](#)
We'd love to let you know about our latest discounts by:
Email: Yes please SMS: Yes please
We'd love to let you know about online and high street retail offers by:
Email: Yes please SMS: Yes please
We will never pass your data to anyone for marketing purposes. You can update your preferences at any time. For details on how we use your information please see our [Privacy Statement](#).

Premisses
H H - 50 Newforge Lane, Woodchester House, Belfast, BT9 5NW
NPSX
Tariff: Multi Rate Option Interval - Monthly
Account type: Electricity
Last meter reading:
Please refer to Usage section for info
Please refer to Usage section for info

Password settings
[Change password](#)

Security details
Security question:
[Answer to security question](#)
[Change security details](#)

Payment cards
[Manage payment cards](#)

Mailing address

[Change mailing address](#)

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Contact Us

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

Email: business@powerni.co.uk

Web: www.powerni.co.uk/business