

Customer Guide – Energy Online

Hassle free, paper free billing with Power NI's online billing

Everyone needs power - but do you really need the paper?

Think about it. Sign up to Energy Online and you can check your bills and access all your information instantly.

Energy Online has many great features. You can...

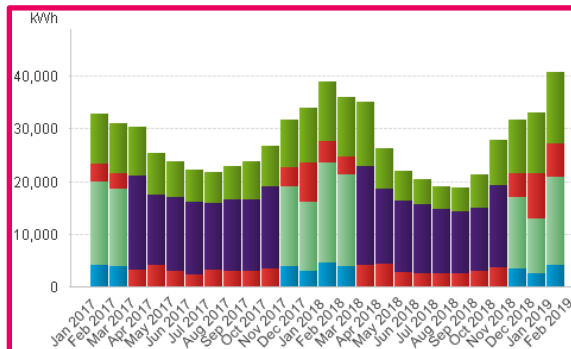
View your recent bills...

My Bills	
Select year:	2019 2018 2017 2016
Bill date	Amount
01 February 2019	£9,014.41
02 January 2019	£6,602.24

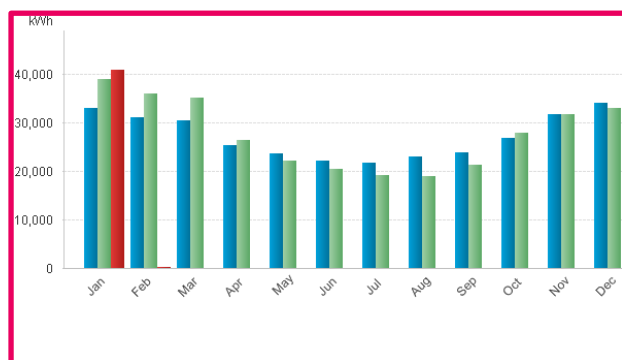
Check your recent payments...

Select Year:	2019 2018 2017 2016
Date	Amount
14 January 2019	£6,602.24

Track historic consumption...



Compare this bill to previous...



You can do all of this and more with Energy Online - we'll even give quarterly-billed customers who pay by Direct Debit an extra 2% discount for helping us protect the environment by using less paper and 'postage miles'.

You can take a quick peek at what you can find inside Energy Online overleaf...

Power NI customers can activate Energy Online today at: www.powerni.co.uk/energyonline

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Within Energy Online there are pages including:

Billing | Usage | Help | My Account

1. Billing - summary of your account details including a bill and payment history
2. Usage - monitor your usage, track costs and view your carbon emissions
3. Help - FAQs, video walkthroughs and contact information
4. My Account - contains all your account details including bills, letters and payments

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Billing | Estimate Usage

DIRECT DEBIT AMOUNT
£9,014.41

Your Direct Debit will be collected on **11/02/19**

Missed a payment? [Pay now](#)

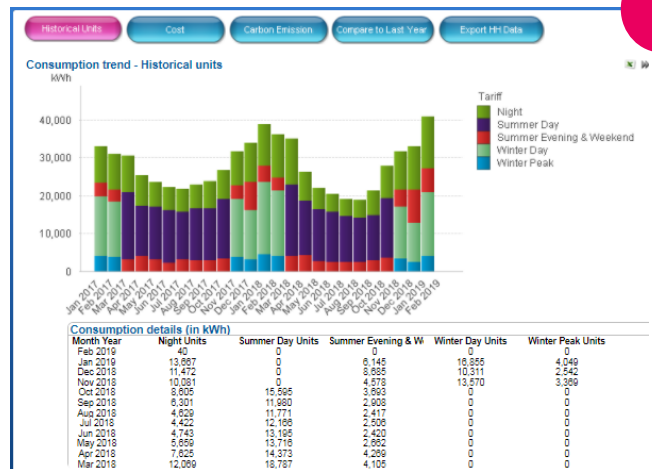
BILL PERIOD: Various
BILL AMOUNT: **£9,014.41**
BALANCE BEFORE BILL: **£0.00**

[View my 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. Ts&Cs apply.

[Find out more](#)



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Help & Support
Find the answers you need fast!

Pick a category you need help with:

Billing > Direct Debit > Landlords & Tenants >

Meter Readings > Moving Home > My Account >

Customer Support >

Search our help articles

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My Details >

My Bills >

My Letters >

My Payments >

Meter Readings >

Signout >

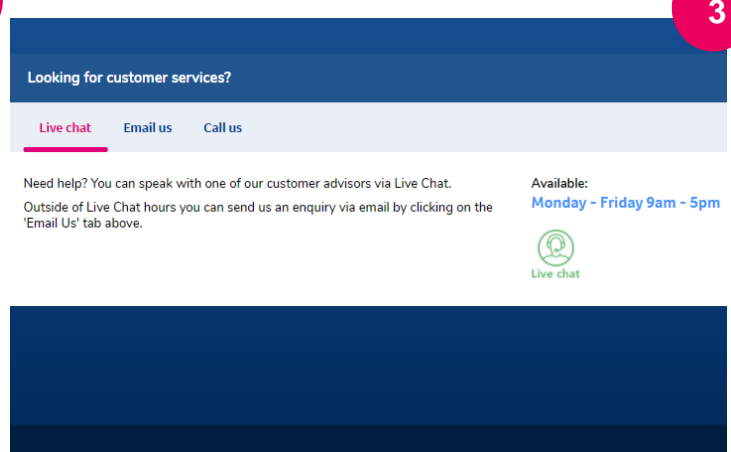
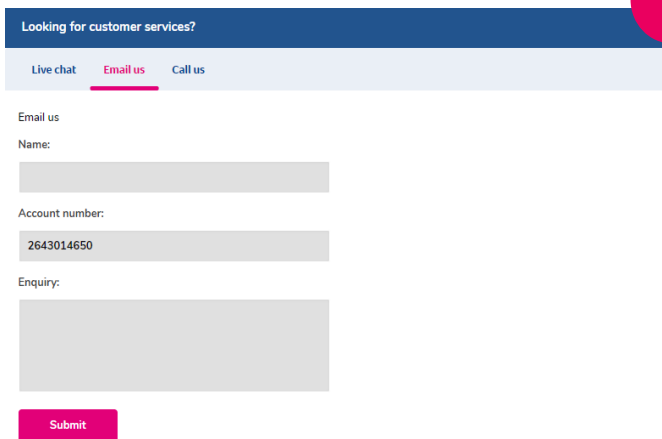
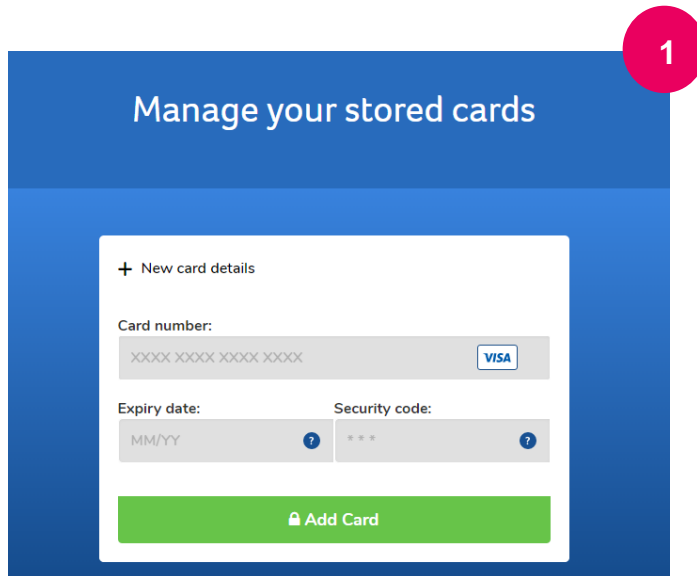
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Other sections within Energy Online include:

Manage your stored cards | Online Enquiry | Live Chat

1. Manage your stored cards - pay your bill and update your payment details
2. Email enquiry form - make an enquiry about your account
3. Live chat - chat to a member of staff online, Mon to Fri 9am-5pm



Contact Us

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

Email: business@powerni.co.uk

Web: www.powerni.co.uk/business