

Customer Guide – bill queries

In this guide.....

- ✓ Why are some bills higher than others?
- ✓ Customers having difficulties paying bills
- ✓ Meter accuracy

Why are some bills higher than others?

Here are a few of the most common reasons for a higher than expected bill.

Estimated readings

Was your last bill based on an estimated reading? It may have been too low and this bill is simply 'catching up'.

A change in opening hours?

Even 1 hour extra per day can add 15% to your bills.

A change in routine?

Is equipment being left on over-night that was previously switched off at closing time? Has someone changed the settings on your heating/air conditioning?

New equipment?

Additional electric heating, air conditioning, refrigeration or lighting usually means more units being used and bigger bills.

Seasonal changes?

Are you comparing a winter bill to a summer bill? It is also quite common to get a higher bill in winter when heating and lighting are used for longer periods.

A longer billing period?

Quarterly bills are usually based on a 91 day period (3 months). Occasionally meters are read early or late, for example if there were access problems or to avoid holiday closures. This can result in you getting a bill for a longer period, making it higher than usual.

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.

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

Meter accuracy

Faulty meters are extremely rare but if you wish we can arrange for the Meter Operator, NIE Networks, to carry out a Preliminary Meter Check. This is a basic examination of the meter and associated wiring to see if there is anything obviously wrong. There is no charge for a Preliminary Meter Check.

Check meter

Customers can request a Check Meter to be fitted to verify the accuracy of their meter. There is a charge for a Check Meter but this is refunded if the meter is subsequently found to be inaccurate.

To request a Preliminary Meter Check or to arrange for a Check Meter to be fitted, please call our Customer Helpline.

Further information

Visit our Help & Support section at www.powerni.co.uk/business/help-support

Contact Us

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

Email: business@powerni.co.uk

Web: www.powerni.co.uk/business