

Energy Online Terms & Conditions

The following Terms and Conditions outline the requirements for domestic customers when registering for Energy Online.

1. By signing up to Energy Online you accept to receiving all bills and letters online. *Please note we may still contact you by post in respect of credit and collections or marketing.*
2. By activating Energy Online your home energy tariff will be updated and the following discounts apply:

Monthly Direct Debit customers receive up to 6% discount off the Power NI standard rate (4% Monthly Direct Debit discount + additional 2% Energy Online discount) up to £15 per quarter equivalent to £60 per year. The maximum discount would be obtained by a customer spending £250 each quarter on electricity. To view the Power NI standard rates please visit <https://powerni.co.uk/plan-prices/>

Quarterly Direct Debit customers receive up to 4.5% discount off the Power NI standard rate (2.5% Quarterly Direct Debit discount + additional 2% Energy Online discount) up to £6.50 per quarter equivalent to £26 per year. The maximum discount would be obtained by a customer spending £250 each quarter on electricity. To view the Power NI standard rates please visit <https://powerni.co.uk/plan-prices/>

Credit metered customers paying standard unit rate, will receive 2% discount off the Power NI standard rate, up to £5 per quarter equivalent to £20 per year, by activating an Energy Online account. The maximum discount would be obtained by a customer spending £250 each quarter on electricity. To view the Power NI standard rates please visit <https://powerni.co.uk/plan-prices/>

Keypad customers receive 2.5% discount off the Power NI standard unit rate. Keypad customers do not receive any additional discount for activating Energy Online. Keypad customers can avail of Keypad Reward by topping up online or via the Power NI App. To view Keypad Reward amounts and effective unit rates please visit <https://powerni.co.uk/plan-prices/>. To view Power NI standard rates please visit <https://powerni.co.uk/plan-prices/>

3. By activating Energy Online, you agree that you are happy to access Power NI's customer Reward scheme, Power NI Perks which can be navigated to from within your Power NI Energy Online account.
4. Power NI Perks is operated by Xexec, our reward scheme programme provider and subject to the Xexec's Privacy Statement and Terms and Conditions.
5. If you are a credit customer and choose to leave Power NI, you will continue to have access to your Energy Online account for 90 days following closure of your electricity account. If you wish to view or save any information from your Energy Online account after leaving Power NI, you should endeavour to do so within 90 days of leaving. Following this time, you will no longer have access to your Energy Online account.
6. If you are a Keypad customer and choose to leave Power NI, you will no longer have access to your Energy Online account. If you wish to view or save any information from your Energy Online account, you should do so before you leave.

7. This is not a promotion and there is no closing date.
8. As a domestic customer of Power NI you are bound by the Domestic Terms & Conditions which can be found here <https://powerni.co.uk/legals>