

Energy Online Terms & Conditions

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

1. You must be a Direct Debit customer to register for Energy Online. *To pay by Direct Debit with Power NI, call 03457 455 455 (Lines open Monday– Friday 8am-7pm). To set up Direct Debit we must speak to the main account holder or receive the account holder’s permission to speak with another individual on their behalf. Please have your bank account and sort code to hand when you call.*
2. There are no upfront costs or fees associated with becoming a Direct Debit customer.
3. 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.*
4. 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/>

5. 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.
6. Power NI Perks is operated by Xexec, our reward scheme programme provider and subject to the Xexec’s Privacy Statement and Terms and Conditions.
7. If you choose to leave Power NI at any time, 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.
8. This is not a promotion and there is no closing date.
9. 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>