

MR ALEX SMYTH  
52 WHITEFORT ROAD  
CASTLEWELLAN  
BT31 9JW

 [powerni.co.uk](http://powerni.co.uk)

 [home@powerni.co.uk](mailto:home@powerni.co.uk)

 **03457 455 455**

Monday to Friday, 9am to 5pm. Calls to 03457 numbers cost no more than local and UK landlines and are often included in free minutes. Calls recorded.

 **Bill date: 4 September 2024**  
Invoice Number: 33764398

 **Account number: 0999410000**  
Tariff: Home Energy  
Unit Rate: 28.31p per kWh Exc. VAT

 **MPRN: 81061293668**

Hello, here's your

## Quarterly Electricity Bill

This covers 04 June 2024 - 4 September 2024



Balance before this bill

**£0.00**

See page 2 for details.



This bill

**→ £213.52** (Inc VAT)

This includes your **£4.15 discount**.  
See page 2 for details.



Amount now due

**→ £213.52** (Inc VAT)

Please pay by **18 Sep 2024**.

Thank you for choosing Power NI.  
We may offer other tariff options so please check our website [powerni.co.uk](http://powerni.co.uk) or speak to one of our advisors on 03457 455 455 to find out if you are on the best deal for you. You may also change your electricity supplier. Impartial advice and information about tariffs and switching can be found at [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk) or by phoning 0800 121 6022.

### What to do if you're Struggling to pay

Call **03457 455 455** (Monday to Friday, 9am to 5pm) as soon as you can. We'll try to find a payment solution that suits your circumstances and we'll treat you with fairness and consideration. See [powerni.co.uk](http://powerni.co.uk) for our Code of Practice on Payment of Bills.

### Log in to your online account and pay your bill today

Simply log in to your online account at [energyonline.powerni.co.uk](http://energyonline.powerni.co.uk) to pay your bill quickly and easily. You're already saving 2%\* discount as an online bill customer, but you could get even more discount with Direct Debit. Get in touch to set this up.

# Usage, charges and payments

## Usage

Meter: YE40838

4 Jun 2024	Actual: Meter Reader	0 7 0 2 2 8
4 Sep 2024	Actual: Meter Reader	0 7 0 9 6 1
<b>Total usage (kWh)</b>		7 3 3

Your daily usage compared to the same quarter last year

💡 2023

2.42 kWh

💡 2024

7.97 kWh

This graph shows the total number of units used divided by the number of days in the billing period and can help you monitor how much electricity you're using. You've been billed for 2,858 units (kWh) on this tariff in the last year, or from the date you joined us (if it's been less than 12 months).

## Pay by Direct Debit

It's the easiest way to pay - we will agree payments with you and collect them so you don't need to do a thing. Please keep on giving us regular meter readings, so that we can make sure your bills are as accurate as possible.

## Before this bill

Date	Item	Total
04 Jun '24	Balance at last bill	£156.55
17 Jun '24	You Paid	£156.55 credit
<b>Balance before this bill</b>		<b>£0.00</b>

## This bill

Item	kWh	Rate	Charge
Standard Units	733	28.31p	£207.51
Your discount for this period			£4.15 credit
Subtotal			£203.36
VAT on £203.36 at 5%			£10.16
<b>Total new charges</b>			<b>£213.52</b>

**Amount now due**  
**£213.52** by 18 Sep 2024



See overleaf for [ways to pay ➔](#)



## Support for every customer

**At Power NI, we're here to help.** We want to support all our customers, particularly older people, those with a disability or long-term illness.

If this applies to you, we have additional services that you can benefit from. For more information, speak to an energy expert today by calling **03457 455 455\*** or visit [powerni.co.uk/CCR](http://powerni.co.uk/CCR) for more information.

\*Lines open Monday to Friday, 9am to 5pm



## Ways to pay

**Don't miss out on our best deal!**

**Set up a Direct Debit today by calling  
03457 455 455**

Pay with monthly Direct Debit and online billing and **boost your savings to 6%**. Plus, once set up we'll collect your payments automatically meaning you'll have more time to do the things you love **while saving up to £60\* a year!**



\* Monthly Direct Debit customers get 4% discount up to £10 per quarter, up to £40 per year. The maximum discount would be obtained by a customer spending £250 each quarter on electricity. Standard rate is 28.31p KWh Ex. VAT / 29.73p KWh Inc. VAT from 1 April 24.

## Other ways to pay

### Pay your bill online today.

Login to Energy Online and make your bill payments online with a credit or debit card whenever you like. You can also keep track of how much energy you're using and submit your own meter readings, view your account anytime, anywhere.

Visit [energyonline.powerni.co.uk](http://energyonline.powerni.co.uk)

### By cash or cheque

Fill in the payment slip and take it to any Post Office or your bank with your cash or cheque payment (some banks may charge for this service). Paying at Post Office, make cheque payable to Post Office Ltd, for other payment providers make cheque payable to Power NI. Don't forget to write your account number on the back.

Or, post your cheque and giro payment slip to Power NI Energy Ltd, FREEPOST, Bel 3391, PO Box 847, Belfast, BT9 5NG or in the Freepost envelope we've provided for bills over £10.

You can pay your bill using cash at any Paypoint outlet. Please bring your full bill with you.

### Keypad

Pay as you go' to get 2.5% discount\* off the standard rate with every top up.

\* Standard rate is 28.31p KWh Ex. VAT / 29.73p KWh Inc. VAT from 1 April 24.

**Moving home?**  
Transfer your energy supply in minutes.

Our form takes just a few minutes to complete. Simply go to [energyonline.powerni.co.uk/movinghome](http://energyonline.powerni.co.uk/movinghome) to log into your account.



# Good to know

\*All discounts are applied to Power NI standard unit rates. The maximum discount is obtained by a customer spending £250 each quarter. Please note that Power NI bills display the standard unit rate and discount is applied separately as detailed on page 1.



**Power failure? Call 03457 643 643.** NIE Networks, which runs the electricity network, are available **24 hours a day** to help with power failures. For all other enquiries, lines are open Monday to Friday, 8:30am to 5pm. You can also email [customercontact@nienetworks.co.uk](mailto:customercontact@nienetworks.co.uk)



**Missed your meter reading?** Make sure you only pay for electricity you've actually used by submitting your own reading at [nienetworks.co.uk/metering](http://nienetworks.co.uk/metering)



**Moving on?** Want to know what to do with your electricity supply when you move? Read our guide at [powerni.co.uk/movinghome](http://powerni.co.uk/movinghome)



**Has something gone wrong?** We always try to provide the highest standards of customer service. If you're unhappy about something, we'd like the chance to put it right. The complaints process is free of charge. Call **03457 455 455** (Monday to Friday, 9am to 5pm), email [home@powerni.co.uk](mailto:home@powerni.co.uk) or write to Customer Relations Manager, Power NI, PO Box 2067, Belfast BT1 9PP to request a free copy of our Complaints Code of Practice, or to tell us where we've gone wrong. Calls will be charged at your normal rate. If you're not happy with the way we've handled a complaint, the independent Consumer Council may be able to help. Call 0800 121 6022, email [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk) or write to The Consumer Council, Floor 3, Seatem House, 28–32 Alfred Street, Belfast, BT2 8EN. This is a free and independent service and will not affect your rights to go to court if you deem the solution unsatisfactory. If you're not happy with their response, you can then contact the Utility Regulator. Call 028 9031 1575 or email [info@uregni.gov.uk](mailto:info@uregni.gov.uk).



**Want to reduce your energy costs?** The NI Energy Advice Line service offers free comprehensive advice and support on how to save energy in the home and on assistance available. Call **0800 111 44 55** or visit [www.nihe.gov.uk/community](http://www.nihe.gov.uk/community)



**Your consumer rights** The Energy Consumer Checklist sets out all your rights as our customer. Find it at [www.powerni.co.uk/legals](http://www.powerni.co.uk/legals), or call us on **03457 455 455** (Monday to Friday, 9am to 5pm) to ask us to post you a copy for free.



**Our Terms and Conditions** Download your copy at [powerni.co.uk/terms-and-conditions](http://powerni.co.uk/terms-and-conditions)



## Your Fuel Mix information (2022)

Covering 1 January 2022 - 31 December 2022

Electricity supplied has been sourced from the following fuels	Average for Power NI	Average for All Island
Coal	0.0%	5.5%
Natural Gas	67.6%	34.2%
Renewable*	32.4%	57.6%
Oil	0.0%	1.9%
Other	0.0%	0.8%
Total	100%	100%

## Environmental impact

CO<sub>2</sub> emissions

**306g/kWh 234g/kWh**

For more information on the environmental impact of your electricity supply, visit [powerni.co.uk](http://powerni.co.uk)

g/kWh = grammes per kilowatt Hour. (1kWh = 1 unit of electricity).

\*Eco customers are supplied with electricity sourced from 100% renewable energy.

**Eyesight problems?** Call 03457 455 455. We can send bills in braille, large print or as a 'talking bill'.

Follow us...



@PowerNI



@PowerNI



@powerni



Power NI

## Bank Giro Credit



## payment slip

Account Number

amount due

**£213.52**

Cashiers Stamp and initials

customer's signature

date

MR ALEX SMYTH  
52 WHITEFORT ROAD  
CASTLEWELLAN  
BT31 9JW

Bank of Ireland  
Belfast City Branch  
High Street, Belfast  
Power NI Energy Ltd,  
Collection Account No.  
**45483026**

total cash	
cheques	
<b>total £</b>	

**90-21-27**

Fee

please do not write or mark below this line and do not fold this payment slip



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