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30312

It was sent to you on
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Your Account Number
2112658855

Tariff
Home Energy

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Supply Address:
APT 613 THE ARC, 2F QUEENS ROAD, BELFAST, BT3 9FG

Change to tariffs

I am writing to let you know that our standard rate will increase by 5.6% from 1st October, meaning a typical electricity bill* will go up by £2.21 per month or 7p per day.

Why?

This is a result of increases in the costs of producing electricity, such as the cost of fuel used in power stations.

We have not increased prices since 2013, so it is particularly disappointing for us that we have to do so now. However, as we have been through a rigorous process with the Utility Regulator, you can be sure this is a fair price change.

We can't avoid this increase, but what we can do, is encourage you to take up our discount offers which may help offset it.

Get up to £60 discount every year

Join over 60,000 Power NI customers getting extra discount with an online account – Energy Online. By managing your account online and spreading the cost with direct debit, you can save up to £60 every year (6% off our standard rate, up to £15 per quarter, including monthly direct debit discount).

Register with your account number, as on this letter at, www.powerni.co.uk/energyonline

If an online account doesn't suit, you can still spread your electricity costs across 12 monthly direct debit payments and save up to £40 every year (4% off our standard rate, up to £10 per quarter).

Set up direct debit by calling: **Tel: 03457 455 455** (lines open Mon-Fri 8am-7pm).

Other discounts

We've also negotiated discounts and savings for Power NI customers with hundreds of everyday big brands such as: Tesco, Asda, Sainsbury's, M&S, Boots, Argos, House of Fraser, Primark, Amazon and many more. Access Power NI Perks at www.powerni.co.uk/perks

Finally, I'd like to say thank you for your custom. We will continue to put all our energy into giving you excellent customer service.

Yours faithfully



Maureen Delaney
Customer Relations Manager

*Typical bill based on annual consumption of 3,200kWh inc. 5% VAT = £496.61. Most customers will see the new rates on bills from January 2018 onwards, for units used during the previous three months (this may vary depending on your scheduled meter reading date). All existing Power NI customers as at 30 September 2017 will receive the same number of bills at the new unit rate.

Please see enclosed leaflet for details of current and new unit rates. Our unit rates are also referred to in our Terms & Conditions, which can be found at www.powerni.co.uk/terms-and-conditions