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BT66 8NL

 **powerni.co.uk**

 **home@powerni.co.uk**

 **03457 455 455**

Monday - Friday, 8.30am - 6.00pm. Calls to 03457 numbers cost no more than local and UK landlines and are often included in free minutes. Calls recorded.

 **Bill date: 20 January 2022**

Invoice Number: 25908277

 **Account number: 4819527474**

Tariff: Home Energy
Unit Rate: 18.16p per kWh Exc. VAT

 **MPRN: 81886601890**

Hello, here's your Quarterly Electricity Bill

This covers 19 October 2021 - 20 January 2022



Balance before this bill

£181.99 Credit

See page 2 for details.



This bill

→ **£246.62** (Inc VAT)

This includes your **£15.00 discount**.
See page 2 for details.



Account balance

→ **£64.63** (Inc VAT)

You don't need to do anything. We'll collect **£85.00** by Direct Debit on **10 Feb 2022**.

*Thank you for choosing Power NI.
We may offer other tariff options so please check our website 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.consumer council.org.uk or by phoning 0800 121 6022.*

What to do if you're Struggling to pay

Call **02890 685 018** 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 for our Code of Practice on Payment of Bills.

Usage, charges and payments

Usage

Meter: YE00316

| | | | | | | | |
|-------------------|----------------------|---|---|---|---|---|---|
| 19 Oct 2021 | Actual: Meter Reader | 0 | 7 | 8 | 3 | 8 | 9 |
| 20 Jan 2022 | Actual: Meter Reader | 0 | 7 | 9 | 7 | 6 | 5 |
| Total usage (KWh) | | | | 1 | 3 | 7 | 6 |

Your daily usage compared to the same quarter last year



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 5,465 units (kWh) on this tariff in the last year, or from the date you joined us (if it's been less than 12 months).

You Pay by Direct Debit

It's the easiest way to pay - we'll carry on collecting your payments as agreed. Please keep on giving us regular readings, so that we can make sure your bills are as accurate as possible.

Before this bill

| Date | Item | Total |
|--------------------------|----------------------|-----------------------|
| 19 Oct '21 | Balance at last bill | £173.01 |
| Various | You Paid | £355.00 credit |
| Balance before this bill | | £181.99 credit |

This bill

| Item | kWh | x | Rate | = | Charge |
|-------------------------------|------|---|--------|---|---------------|
| Standard Units | 1376 | | 18.16p | | £249.88 |
| Your discount for this period | | | | | £15.00 credit |
| Subtotal | | | | | £234.88 |
| VAT on 234.88 at 5% | | | | | £11.74 |

Total new charges £246.62

Account balance
£64.63



You don't need to do anything. We'll collect **£85.00** by Direct Debit on **10 Feb 2022**.

Bag more savings at the tills and on your online shopping with Power NI Perks*

It's FREE to register and so EASY to use, simply go to powerni.co.uk/perks

Get discounts on hundreds of shops including Tesco, Argos, Currys, M&S, Sainsbury's, Asda, B&Q... there's so many to choose from.

*If you have recently switched to Power NI or moved house, please allow up to 10 working days for your account to be activated. Brands and offers available on Power NI Perks are subject to change.



Simple tips to help save energy, without giving up home comforts.



It's important to feel comfortable at home. But, let's face it, we still need to keep tabs on how much we're spending. Even the smallest changes can make a big difference!

Visit powerni.co.uk/energytips to find out how you can save energy and keep the cost of your electricity bills down without giving up your home comforts.

**Brighter Communities is
back to help the groups
that need it most**



Brighter Communities

Your fund for the things that matter

**We are looking for groups to enrich
with **£1,000** to help them to shine
a lighter brighter – whether it's for
new iPads or new kits.**

We welcome applications from groups of all
sizes across Northern Ireland.

**How to apply - simply log on to
powerni.co.uk/brightercommunities**

The form takes less than 5 minutes to
complete. Good luck!

Good to know



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 Mon to Fri 8:30am-5pm. You can also email **customercontact@nienetworks.co.uk** and Textphone users can dial MINICOM **03457 147 128**.



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**



Moving on?

Want to know what to do with your electricity supply when you move? Read our guide at **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**, email **home@powerni.co.uk** or write to Head of Customer Services, 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** or write to The Consumer Council, Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN. 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**



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**



Your consumer rights

The Energy Consumer Checklist sets out all your rights as our customer. Find it at **www.powerni.co.uk/legals**, or call us on **03457 455 455** to ask us to post you a copy for free.



Our terms and conditions

Download your copy at **powerni.co.uk/terms-and-conditions**



Your Fuel Mix information (2020)

Covering 1 January 2020 - 31 December 2020

| Electricity supplied has been sourced from the following fuels | Average for Power NI | Average for All Island |
|----------------------------------------------------------------|----------------------|------------------------|
| Coal | 0.0% | 3.0% |
| Natural Gas | 45.7% | 35.8% |
| Renewable* | 54.3% | 57.9% |
| Peat | 0.0% | 2.1% |
| Oil | 0.0% | 0.4% |
| Other | 0.0% | 0.8% |
| Total | 100% | 100% |

| Environmental impact | | |
|----------------------|----------|----------|
| CO2 emissions | 237g/kWh | 236g/kWh |

For more information on the environmental impact of your electricity supply, visit **www.powerni.co.uk**

g/kWh = grammes per kilowatt Hour. (1 kWh = 1 unit of electricity).
*Eco customers are supplied with electricity sourced from 100% renewables.

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

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