

Credit from us to you

Emergency credit

When you turn the low-credit warning sound off you will automatically get £1 emergency credit. If you do not turn the warning sound off, your supply will switch off. Should this happen, simply press any button and your £1 emergency credit will come back on after a few seconds.

Friendly credit

To give you enough time to buy a top-up, friendly credit is given automatically on:



Weekdays - if your emergency credit runs out after 4pm, Monday to Thursday, the supply will stay on until *8am the following day.

Weekends - if your emergency credit runs out after 4pm on a Friday, the supply will stay on until *8am the following Monday.

Holidays - friendly credit will not run out on any of the following dates and your supply will stay on until 8am* the following working day: 1st January, 17th March, 12th July and 25th December.

* 11am with Economy 7 and for other tariffs on request

Remember, the next time you buy electricity, the amount of emergency credit and friendly credit used will be deducted from your balance.

All times stated are GMT – please add 1 hour during summertime.

Moving house?

Remember not to top-up more than you need when you are making arrangements to move house. This will avoid unused credit being left on your Keypad.

Electricity price changes

Powercodes usually have 20 digits. However, when you buy a top-up after a change in electricity prices you will be given a special 40 or 60 digit Powercode. This will credit your Keypad with your top-up amount plus update it with the new price details. This usually happens only once a year.

Customers with arrears (previous charges)

If you have any arrears, a percentage of each top-up you buy goes towards reducing the arrears until they are cleared. In order to assist with this, you will be sent an annual account statement and we will let you know as soon as the arrears have been cleared.

Remember - it is important to use the correct plastic card and premise number. Otherwise you may end up paying off someone else's arrears.

Customer Helpline:

08457 455 455 (Mon-Fri, 8am-7pm)

www.powerni.co.uk

Email: home@powerni.co.uk

The Consumer Council

Elizabeth House, 116 Hollywood Road, Belfast BT4 1NY
Call: 0800 121 6022
Email: complaints@consumercouncil.org.uk
www.consumercouncil.org.uk

Power NI
PO Box 2067, Belfast, BT1 9PP. Tel: 08457 455 455



Using your Keypad

A guide to using your 'pay as you go'
Power NI Keypad



FREE
electricity
with

KEYPAD
reward

power ni
your kind of energy

Our 'pay as you go' Keypad helps you budget your electricity and offers you...

✓ A guaranteed 2.5% discount off our standard rate

KEYPAD
discount

✓ FREE electricity each time you top-up £50 or more via our website or app*

KEYPAD
reward



More easy ways to top-up than any other local provider

✓ Online at www.powerni.co.uk

✓ Via our app – FREE download at

www.powerni.co.uk/keypadapp

✓ 24/7 automated phone service at

08457 455 455

✓ At any Post Office or PayPoint outlet

*Terms and conditions apply, visit www.powerni.co.uk for details.

Topping up is as easy as 1, 2, 3

Each time you top-up you will be given a powercode (usually a 20-digit number)

Step 1

Press the ***** button once on the Keypad. The message Key Code will be displayed.

Step 2

Key in all digits of your powercode. Take your time. If you enter a wrong digit, simply press the ***** button to go back.

Step 3

Once all 20-digits are entered press the **#** button. The message Sending will be displayed. After a few seconds one of the following messages will be displayed:

Accepted - you will hear a 'happy' tone. The top-up amount will appear, followed by 'Account' and the total credit on the meter - see note on arrears overleaf.

Rejected - you will hear a 'sad' tone followed by one of the fault messages below. If this happens wait until the fault message clears and start again from Step 1.

Duplicate - you have entered this powercode before and cannot use it again.

Incorrect - the powercode has been keyed incorrectly or is for another property.

Error - you have missed a number or entered the powercode too slowly.

Kblock - the powercode has been entered incorrectly five times in a row.

Wrong Tar - the price of electricity has changed and you must enter the special 40-digit powercode – see note on price changes overleaf.

CreditHI - you have too much credit on your meter. Wait a few days and try again.

Making the most of your Keypad

- *** Press this before entering powercodes
- #** Press this after entering powercodes
- #** Press this to see the amount of credit left
 - 1** Credit time left in days
 - 2** Cost of previous day's, week's, month's use
 - 3** Unit rates and number of units used
 - 4** The last five powercodes entered
 - 5** Total money entered into meter
 - 6** Electricity being used presently in kilowatts
Pressing 6 lets you see exactly how much electricity you are using right now. By switching appliances on and off, you can see how the amount of energy being used changes.
 - 7** Standing charge repayment rates per day if applicable
 - 8** Highest consumption in any half-hour in last 24hrs and when it occurred
 - 9** Total units used
 - 0** Display test, time and date

For Economy 7 Keypads

Button 3 - Unit rates DL (domestic), CH (central heating) and HW (hot water).

Also standing charge rate per day.

Button 7 - Central heating indicator

Button 8 - Hot water indicator