



Our Code of Practice

on Payment of Bills



Foreward

We would like to take this opportunity to present our Electricity Code of Practice on Payment of Bills.

At SSE Airtricity we are committed to meeting the needs of our customers and our Codes of Practice informs our customers on the range of support services available.

We invite you to read on and find out more about the services we offer.

This Code is compliant with the minimum standards as set out by the Utility Regulator.

These Codes of Practice are here to make sure our product and services meet the needs of our customers.

February 2017

We offer a range of payment methods and can advise you on the best payment option for you.

We will ensure that advice is at hand should you experience payment difficulties.

With SSE Airtricity you can choose a payment method that suits you.

The screenshot displays the SSE Airtricity website interface. At the top, there is a search bar and navigation tabs for 'Personal' and 'Business'. Below this is a main navigation menu with links for Home, Products, Boiler & Home Services, My Airtricity, Help Centre, and About Us. The main content area is titled 'Your account overview' and includes a 'Welcome Peter' message. It is divided into three sections: 'Billing', 'Meter readings', and 'Account details'. The 'Billing' section shows a current balance of £59.84, a direct debit payment scheduled for 17th August 2010, and a next bill date of 21st October 2010. The 'Meter readings' section features a warning icon and states that the last meter reading was more than 2 months ago (14 Jun 2010), recommending frequent meter readings. The 'Account details' section lists services like Electricity (since May 2008) and Direct debit (signed up), along with options to sign up for eBilling, move house, or change login details.

Code of Practice on Payment of Bills

You can contact us on 0345 601 9093 during office hours to discuss different ways to pay your electricity bill.

Our Tariffs

The tariff is the unit price of electricity to our customers and is measured in kWh (kilowatt hours).

We offer a range of options for credit and Direct Debit customers and a Pay As You Go Tariff for customers paying for their electricity using a prepayment meter.

We promise to notify you at least 21 days in advance of any change to our tariffs.

Further details of our tariffs and the current prices can be found on our website at www.sseairtricity.com

Terms and Conditions of Supply

When you become a customer of SSE Airtricity you agree to accept supply of, and pay for, the electricity supplied in accordance with our terms and conditions.

You can access our terms and conditions of electricity supply on our website at www.sseairtricity.com or contact us on 0345 601 9093 to obtain a copy.

Billing

SSE Airtricity will send you a bill every two months unless alternative arrangements have been agreed with you. If you wish to discuss alternative billing frequencies you can contact our customer service team on 0345 601 9093. If you are a pre paid customer you will receive an annual statement.

Your bills will show whether they are based on an actual read, an estimate or a read you sent us. On your bill (A) = Actual Meter Read, (E) = Estimated Meter Read and (C) = Customer Meter Read.

We will bill you for your energy usage at the rate agreed in your terms and conditions. Your energy will be charged at this unit rate per kwh. If there is a price change during your billing period, you will be charged pre and post price change unit rates per kwh and your bill will show this.

We will let you know in advance of any price change and will publish the new prices clearly on our website. Your bill will also show the period to which the bill relates, the date of issue, the date upon which your payments due and any outstanding balance.

Payments will be allocated against the oldest statement on your account.

How can we help?

- > Contact our Customer Service team on 0345 601 9093 – between us we can work out a suitable payment arrangement that will allow you to spread the cost of your bill/s
- > We may be able to offer you a Pay As You Go meter which lets you pay off your existing balance at a rate which we will agree with you.

Payment Methods

We have a variety of payment options to meet your needs:

- > Direct Debit
- > Online, at www.sseairtricity.com
- > Online banking
- > At any Ulster bank branch
- > Pay by Debit/Credit card by calling us on 0345 601 9093
- > By cheque/bank draft payable to SSE Airtricity Energy Supply (NI) Ltd, send it to 3rd Floor Millennium House, 17-25 Great Victoria Street Belfast, Northern Ireland, BT2 7AQ, Northern Ireland.

Please see our Code of Practice on the Efficient Use of Electricity for information on how you may be able to reduce your electricity bills through using your energy more efficiently.

Payment Difficulties

SSE Airtricity is committed to proactively seeking to identify, engage and work with customers who are having difficulties paying bills. We use interactions with customers to improve insight data to help identify customers having difficulty, or at risk of having difficulty paying their bills. We have formed relationships with advice giving organisations and charitable organisations which seek to help customers who are, or may be at risk of, having difficulty paying bills. If you are worried about bills or money you owe us, please talk to us. We will take reasonable steps in our dealings with customers to identify those who are experiencing financial difficulties at an early stage. We will ensure that all correspondence uses language that is non-threatening and supportive and all customer contact will be friendly and non-aggressive.

Together we can come to an arrangement that allows you to manage your bills. We are committed to helping you if you are experiencing difficulties in paying your energy bills and, where appropriate, will offer an arrangement

to pay an agreed amount by instalments including the option of a Pay As You Go (PAYG). We will work with agencies working on your behalf and use information and guidance provided to determine your ability to make payment arrangements and meet instalment plans.

We will monitor how customers are meeting payment arrangements and endeavour to ensure that repayments are appropriate for each customer's individual circumstances. We will take into account factors which may exacerbate difficulty in paying bills such as poor literacy, numeracy, IT skills, lack of bank account and rurality. We will offer a reasonable repayment period for standard credit and Direct Debit customers. If your circumstances change and you are experiencing difficulties paying an agreed repayment arrangement, please contact us with any additional information that could help us reassess your case.

Pay As You Go

Where a Direct Debit or standard credit customer is paying by installments and fails to comply with an agreed payment arrangement we will offer to provide a prepayment meter where it is appropriate to do so. We will make these customers aware of the Code of Practice on Services for Prepayment Customers and proactively provide customer services as detailed in that Code.

In the event where agreement cannot be reached on a repayment plan or if you fail to make payment then a PAYG meter will be installed at your premise. These PAYG meters can be calibrated to recover up to a maximum rate of 40% of your vend towards any arrears. Prior to setting the repayment rates per vend we will discuss the repayment of outstanding arrears with you and use all reasonable endeavours to take into consideration your ability to pay. In so far as is reasonable and practicable to do so, we will take all reasonable steps to avoid cutting off the supply of electricity to Domestic Premises occupied by customers in difficulties unless we have first taken all reasonable steps to recover the charges accrued for the supply of electricity to the premises by means of a prepayment meter.

If we are refused access to your property to install a prepayment meter, it is possible for SSE Airtricity to obtain a court warrant which would be used to allow access in order that a prepayment meter can be installed.

Disconnection

In the event of disconnection in error by SSE Airtricity we will use best endeavors to reconnect you within 24 hours and we will not apply disconnection or reconnection charges. In addition we will make all efforts to avoid disconnecting your supply if you are connected through a non-domestic supply (e.g. if you live in a flat above a shop).

Further Advice

If you are unhappy with the payment arrangement offered, you can contact the Consumer Council for Northern Ireland. If requested during a complaints investigation, SSE Airtricity will provide to the Council evidence on the procedures we used for assessing ability to pay.

If you require further information or support your local Citizens Advice Bureau or the Consumer Council may be able to assist you. Contact details can be found at the end of this document. We will work with any agency you choose to represent you.

Citizen's Advice Bureau
 Citizen's Advice Regional Office
 46 Donegall Pass
 Belfast
 BT7 1BS

Consumer Council
 Floor 3, Seatem House,
 28-32 Alfred Street,
 Belfast,
 County Antrim, BT2 8EN

Other formats of this guide

If you require Braille, large print or audio format, please contact us on 0345 601 9093.

Contact Details for Other Organisations

Age NI (formerly Age Concern & Help the Aged)

3 Lower Crescent
 Belfast
 BT7 1NR

Advice Line 0808 808 7575
www.ageuk.org.uk/northern-ireland

Age NI is the charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provides advice and advocacy and delivers care services with the aim of improving the quality of later life for everyone.

The Carbon Trust Loan Scheme

Unit 3, The Innovation Centre
 Northern Ireland Science Park
 Queen's Road
 Belfast
 BT3 9DT
 Northern Ireland

Telephone 028 9073 4394
www.carbontrust.co.uk

Carbon Trust is a not-for-profit company providing specialist support to help business and the public sector boost business returns by cutting carbon emissions, saving energy and commercialising low carbon technologies.

Citizens Advice Bureau

Citizens Advice Regional Office
 46 Donegall Pass
 Belfast
 BT7 1BS

Telephone 028 9023 1120
www.citizensadvice.co.uk

Citizens Advice is the largest advice charity in Northern Ireland, working against poverty and provides a free of charge information and advice service to the general public.

Consumer Council for Northern Ireland

Floor 3, Seatem House
28-32 Alfred Street
Belfast
County Antrim
BT2 8EN

Telephone 0800 121 6022
www.consumercouncil.org.uk

The Consumer Council is an independent consumer organisation which represents transport, water and energy consumers. The Consumer Council's aim is to give consumers a voice by running information and education campaigns, undertaking research and producing publications.

Disability Action

Portside Business Park
189 Airport Road West
Belfast
BT3 9ED

Telephone 028 9029 7880
Textphone 028 9029 7882
www.disabilityaction.org

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

Bryson Energy

Freephone 0800 1422 865
Email advice@brysonenergy.org
www.brysonenergy.org

Bryson Energy offers free comprehensive advice and support on how to save energy in the home.

Northern Ireland Housing Executive

The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB

General Enquiries 0344 892 0900
www.nihe.gov.uk

Northern Ireland Housing Executive is Northern Ireland's strategic housing authority, offering a range of services to people living in socially rented, privately rented and owner occupied accommodation.

Utility Regulator

Queens House
14 Queen Street
Belfast
BT1 6ED

Telephone 028 9031 1575
www.uregni.gov.uk

The Utility Regulator is an independent non-ministerial government department set up to ensure the effective regulation of the electricity, gas and water and sewerage industries in Northern Ireland.

