

# The admin stuff...





# Code of Practice

on Payment of Bills



## Code of Practice on Payment of Bills

- ➔ This simple guide will help keep your account looking good. If this is proving difficult give us a shout straight away and we'll have a chat and see how best we can help you.

If you do get into difficulties we have lots of ways to get you back on track.

You can find out more on our website [www.clickenergyni.com](http://www.clickenergyni.com) or contact us on our Freephone number **0800 1 070732**.

### ➔ Click Statements

ClickEnergy customers who pay monthly in arrears will receive a statement on the 1st of each month. This statement will show your energy consumption for the past month, the tariff you have agreed and payments we have received. It will highlight if your account is in credit or arrears.

ClickEnergy customers with a keypad meter will receive an annual statement showing their consumption.

Alternatively you can log on to your online "Click Account" and view your usage by week / month / year.



## ⇒ **Managing your Click Account**

When you register with ClickEnergy as a customer you agree to take and pay for electricity under our terms and conditions.

Copies of these are available on our website, **[www.clickenergyni.com](http://www.clickenergyni.com)** or you can contact our Customer Service Centre on **0800 1 070 732**.

As a ClickEnergy customer you will have a secure account area that you can use to manage your electricity account with us. We will review your account as part of the issuing of monthly statements, but recognise that from time to time your account may fall into arrears and you may need some help to get it back on track such as:

- ⇒ 'Pay As You Go' meters which let you pay in advance (and budget) for your electricity usage.
- ⇒ A prepayment meter can also be used to pay off an existing arrears balance at a rate which we will agree with you – have a look at our Code of Practice on "Services for Prepayment Meters" for more information.
- ⇒ Other payment options
  - online, at **[www.clickenergyni.com](http://www.clickenergyni.com)**
  - Online banking
  - At any Danske Bank Branch
  - Pay by Debit/Credit card calling us on **0800 1 070 732**.
  - By cheque/bank draft payable to Project Plug Limited t/a Click Energy. Send it ClickEnergy, Timberquay, Strand Road, Derry, BT48 7NR.



## ➔ Reducing your Energy Use

At ClickEnergy we want you to save money on your energy so please have a look at our 'Energy Saving Codes of Practice' on our website for information on how you could reduce your electricity bills, however our top "Energy Savings Tips" are listed below:

1. When you boil the kettle, only use as much water as you need.
2. Cover pots and pans when cooking – they'll boil a lot faster!
3. Defrost your freezer regularly – and don't put in food that is still hot.
4. If you only have a small meal to heat up, using a microwave rather than an oven could save you time and energy.
5. Wash your clothes at 30 degrees – it can be just as effective.
6. Only run your washing machine and / or dishwasher with full loads.
7. Avoid tumble drying where possible – dry clothes outdoors or even indoors as much as possible.
8. Turn your central heating down by even 1 degree – it could cut your heating bills by up to as much as 10%.
9. Turn your immersion heater down by 1 degree – you'll save energy!
10. Use energy efficient light bulbs

These energy savings tips could help you reduce your usage and get your electricity bills under control, however if you feel that your bills appear to be higher than they should be, contact our Customer Care Team as soon as possible on **0800 1 070 732**.



Our team is able to provide you with more advice on how you can become more energy efficient, and can actively assess your options to ensure that you do not accrue unnecessary arrears.

### ➔ **Need some extra Help?**

The ClickEnergy team are trained to help you and will actively manage your account with you and if we feel you need some extra help or are finding it hard to make your payments we will call you for a chat. All utility companies are here to help. If your circumstances change unexpectedly and you think you may need help please call us as the sooner we know the sooner we can help.

We will work with you to come to an agreement that allows you to sensibly manage your bills. We are committed to helping you and will work with agencies working on your behalf. We will always assess a customer's ability to pay and if you require, we will work in liaison with a third party or agency that is appointed by you. We will establish a suitable repayment period before setting up a payment arrangement on your account either via Direct Debit, cash or a pre-payment meter. We will actively monitor payment arrangements and re-assess levels of repayment if it is apparent that you are struggling to keep up with the repayments. If you are struggling with an arrangement, it is imperative that you contact us immediately for assistance.

In the event where we can't come to an agreement or you fail to make a payment based on a revised payment plan then we may suggest that a Pay As You



Go meter will be installed at your premise and we will collect the outstanding arrears at an agreed rate not exceeding 40% of each top up (unless requested by yourself in writing), following assessment of your ability to repay, and only if it is safe and practical to do so. You can view at our Code of Practice on “Services for Prepayment Meters” for more detailed information regarding keypad meters and their suitability.

Some agencies that we may refer you to (or who you may contact for help directly) are:

⇒ **Citizens' Advice**

Citizens' Advice Regional Office, 46 Donegall Pass,  
Belfast, BT7 1BS

**Telephone:** 028 9023 1120,

**Web:** [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

⇒ **Advice NI**

1 Rushfield Avenue, Belfast, BT7 3FP

**Telephone:** 028 9064 5919

**Web:** [www.adviceni.net](http://www.adviceni.net)

If you are unhappy with the level of repayment or any other aspect of your account management, you have the option of contacting the Consumer Council for Northern Ireland who can provide you with independent advice and assistance. ClickEnergy will work with the Consumer Council to find a resolution and share the procedures used to assess the repayment proposed.

You can contact them as follows:



**Phone:** 028 9025 1600 / 0800 121 6022  
**Online:** [www.consumerCouncil.org.uk/](http://www.consumerCouncil.org.uk/)  
**In Writing:** Consumer Council, Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN

The Consumer Council can also assist you by raising enquiries and complaints with us directly (on your behalf), and we promise to respond quickly and attempt to come to a quick resolution.

If the Consumer Council are unable to resolve a billing complaint to your satisfaction, you have the right to refer the matter to the Northern Ireland Authority for Utility Regulation (NIAUR). Their contact details are as follows:

**Post:** Utility Regulator, Queens House,  
14 Queen Street, Belfast, BT1 6ED  
**Phone:** 028 9031 1575  
**Email:** [info@uregni.gov.uk](mailto:info@uregni.gov.uk)

### ⇒ **Disconnection of Electricity Supply**

ClickEnergy we will take all reasonable steps to agree a suitable payment arrangement to prevent us ever having to disconnect a domestic customer's electricity supply for non-payment.

From the 1st October to 31st March ClickEnergy will not cut off the supply of electricity to domestic premises where the customer has not paid their bill and is:

- ⇒ of pensionable age
- ⇒ disabled
- ⇒ chronically sick and lives alone
- ⇒ or lives with other persons who are of pensionable age, disabled, chronically sick or under the age of 18.





From the 1st October to 31st March ClickEnergy will take all reasonable steps to avoid cutting off the supply of electricity to a home where the customer has not paid their bill and the occupants of the premises include a person who is of pensionable age, disabled or chronically sick.

ClickEnergy will take all reasonable steps that include:

- ➔ at least 4 attempts to make contact with the customer via email, text, letter and telephone;
- ➔ checking if the customer is on ClickEnergy's Critical Care Register;
- ➔ checking the NIE Networks Critical Care Register
- ➔ to ascertain before exercising any right to cut off the supply of electricity to domestic premises whether or not the premises falls within the scope of the above requirements.

ClickEnergy will take all reasonable steps to ensure that where customers take their electricity from a non-domestic supply, for example a flat above a commercial premises, they are not disconnected inappropriately as a result of the commercial premises no longer receiving electricity.

In the extremely unlikely event that we disconnect a domestic customer in error, we will make all reasonable endeavours to ensure that you are reconnected within 24 hours (and at no cost to you).

ClickEnergy will ensure that any disconnection and / or reconnection charges are reflective of the costs incurred by us from the Network. In some circumstances customers may be required to pay



their reconnection charges up front before the supply can be restored.

**Please note, ClickEnergy will not disconnect any customer for non-payment where there is an on-going complaint or dispute in progress.**



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