

Here to Help

Supporting our customers during COVID-19



Voted Northern Ireland's top electricity supplier based on the Consumer Council's latest Customer Satisfaction Survey (August-September 2020)

Reaching out to help

Firstly, we would like to take this opportunity to thank you again for being a Click Energy customer.

We recognise that depending on your circumstances, COVID-19 may impact on budgeting for your home energy needs. Your peace of mind as a consumer is important to us too.

As your friendly local electricity supplier, we want to reassure you that our dedicated team aim to do all that we can to support you, especially during the pandemic and winter months.

This booklet aims to keep you up to date with all of the ways we can help as well as additional ongoing savings we offer to reward all of our valued customers.

You can get in touch with us in various ways displayed on each of these pages. You will also find contact details listed on the back page for key external support agencies should you require further helpful guidance including free, independent consumer advice.

Keep in touch with us

We encourage customers to engage with us directly if you are having any issues related to the services we provide, including difficulty paying for your electricity. Please read on for more details and reach out for help at any time if needed.

Helping you save

Tips & Advice

You can find lots of tips and useful advice about ways to save on electricity at clickenergyni.com or if you have any questions on your usage, please contact us.

Clickbacks



Saving you more

Don't forget our loyal customers are rewarded with Clickbacks, saving £££s on your supermarket shop and multiple high street brands. Check the latest best deals at clickbacks.co.uk



'Friends with Benefits'

FREE electricity

Did you know you can recommend your friends and family and receive £20 FREE Electricity when they switch to Click Energy? Simply contact us to receive your unique referral code and ask them to provide it to us when they register. If you are a Bill Pay customer the amount will be credited to your next bill. There is no limit to the number of referrals.



Making sure your electricity supply remains unaffected

Click Energy is proud to be NI's top electricity supplier based on the latest Consumer Council Customer Satisfaction Survey August-September 2020. Customer care remains our number one priority. This includes making sure your electricity supply remains unaffected, particularly if you are staying safe at home or shielding because of the impact of COVID-19.

- If you have difficulties paying your electricity bill which may be overdue, or purchasing electricity top-ups, please contact us immediately on 0800 1 070 732 and speak to one of our advisors.
- A prepayment meter can be used to help you manage a debt and we can issue emergency vends on request to help with additional emergency credit (Note: office hours only). The meter can be set up to automatically deduct a percentage of each top-up as agreed with Click Energy.
- Please remember we offer an online top-up service for keypad customers if you cannot reach a shop with a PayPoint terminal. We encourage customers to top-up online via our website www.clickenergyni.com or by using our automated freephone line 0800 1 070 733.
- Recurring payment - Why not take advantage of our new recurring payment function. If you're a keypad customer and tired of running out of electricity simply contact us today. We'll send you a top up code as regularly as you wish i.e. weekly, fortnightly or monthly. Take the hassle out of topping up!

You can find COVID-19 updates from both the Consumer Council for Northern Ireland and the Utility Regulator for Northern Ireland on their websites below:

www.consumercouncil.org.uk

www.uregni.gov.uk

Don't forget, we're here to help

Our dedicated team are online, on the phone and on social media to make it as easy as possible to contact Click Energy if you require additional assistance in relation to your electricity supply.

We are open Monday - Friday from 8am-8pm and Saturday from 9am-4pm. You can still reach us on social media outside office hours. Send a Private Message @clickenergyni and we will respond as soon as possible.

You can get in touch with us directly through:

- Freephone 0800 1 070 732
- Live Chat (9-5:30pm) on our website www.clickenergyni.com
- Email chat@clickenergyni.com



@clickenergyelectricity



@clickenergychat

Other useful contacts:

COVID-19 HELPLINE

The COVID-19 Community Helpline is managed by Advice NI and is open 9am to 5pm, 7 days a week. Call 0808 802 0020; Text ACTION to 81025; email: [covid19@advice.ni.net](mailto: covid19@advice.ni.net)

HELPLINES NI

Helplines NI brings together over 30 helplines covering a wide range of services at helplinesni.com

CONSUMER COUNCIL

Free, independent support and advice for all consumers, including additional advice for vulnerable consumers, is available from the Consumer Council. Call 028 9025 1600; email info@consumercouncil.org.uk; visit <https://bit.ly/3poRgUY>

We are in this together - thank you again for being a Click Energy customer.