

## In Touch A Quick Step Guide



### What are the advantages of HomeEnergy direct?

- No more bills, just 'Pay As You Go'.
- Get a 2.5 % discount off the standard unit rate.
- Installation is free.
- The customer friendly displays may help you reduce your electricity usage.
- No more quarterly meter readings.

### How do I buy electricity?

You can buy electricity from a locally appointed agent with your HomeEnergy direct card or from home with your debit card by calling our customer helpline **08457 455 455**.

### How much can I buy?

You can buy in multiples of £1 any amount from £2 upwards.

### How will I know how much credit I have left?

The keypad can show you the amount of credit and the number of days usage you have left.

### Will I get any warning if my credit is low?

Yes, if your credit reduces to £1 you will hear a sound for 2 minutes. Press any button to turn it off. The sound will be repeated every half hour until a button is pressed. However, it will not go off between 10pm and 8am.

**Pay As You Go and Save As You Go with HomeEnergy direct.**

### What happens if my credit runs out?

You can buy electricity from one of our many agents with long opening hours or you can also buy from home by debit card. You will automatically get £1 emergency supply once you key a button to switch off the low credit sound.

### What happens if my emergency supply runs out?

We provide friendly credit to give you enough time to buy more electricity. If your emergency supply runs out during the week after 4pm, the supply will not go off until 8am the following day. If your emergency supply runs out after 4pm on a Friday, the supply will not go off until 8am the following Monday.

### What if I lose the 20-digit number?

Simply call our customer helpline or visit the agent where you made the payment and you will be reissued the 20-digit number free of charge.

### How can HomeEnergy direct help me reduce the electricity I use?

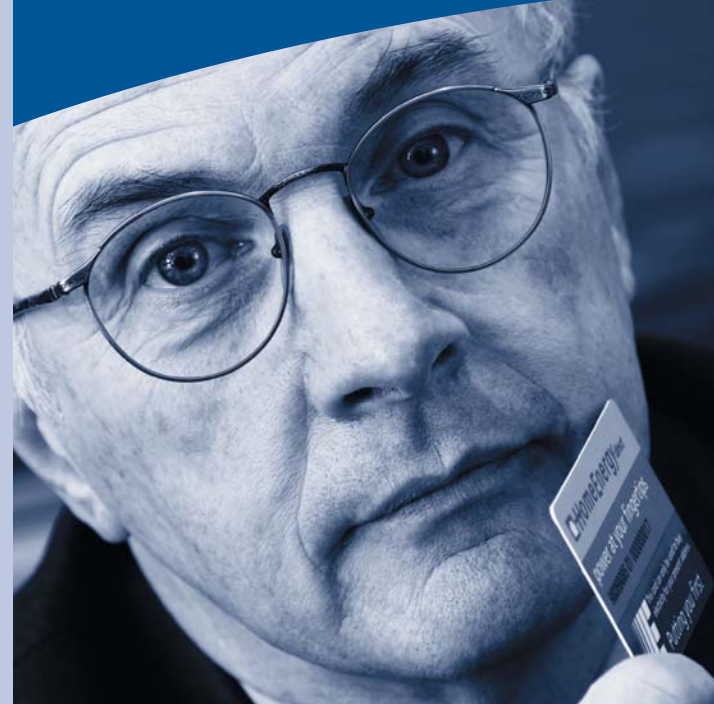
The keypad can tell you your electricity costs over the last day, week, or month. You can also look at the electricity you are currently using in KWs, allowing you to work out what each appliance uses.

### How do I become a HomeEnergy direct customer?

- Call our customer helpline on **08457 455 455**.
- E-mail us at [homeenergy.direct@nie.co.uk](mailto:homeenergy.direct@nie.co.uk).
- Write to Northern Ireland Electricity plc, HomeEnergy Direct Dept, 120 Malone Road, Belfast, BT9 5NW.

NIE In Touch with you

# Paying by HomeEnergy direct



“ I control the electricity I use with the handy keypad. I don't get a bill, I just pay as I go. ”

## Power at your fingertips with HomeEnergy direct

HomeEnergy direct is an easy 'Pay As You Go' way of buying electricity. It helps you to keep a check on the amount of electricity you use and can save you money with a 2.5% discount off the standard unit rate.

**Customer Helpline  
08457 455 455**



**Customer Helpline 08457 455 455**

