



This Code of Practice outlines the services, advice and assistance we may be able to offer you if you're finding it difficult to pay your bill.





We're here to help

We're committed to helping you and to being flexible when you need us. We know it's stressful if you're struggling to pay, so we'd really like to help. If you are having difficulties with your energy costs, we encourage you to reach out to our teams who will work with you to find a solution.

Get in touch with us so we can talk with you and offer advice and options to help get you back on track with your energy bills.

Your Responsibility

As an SSE customer, you agree to take and pay for electricity in accordance with our Terms and Conditions. A copy of our terms and conditions are available on our website at sseairtricity.com or can be provided free of charge by getting in touch with our Customer Service on 0345 601 9093.

Energy Efficiency

Our Code of Practice on the Efficient Use of Electricity provides information on how you may be able to reduce your bill by using your energy more efficiently. A copy of this is available on our website at www.sseairtricity.com or can be provided free of charge by getting in touch with our Customer Service Team.

Get in Touch

If you're finding it difficult to pay your bill, if you think you may have difficulty in the future, or if your circumstances change, please get in touch with our Customer Service Team as soon as possible.



Phone: **0345 601 9093**

Our phone lines are open Monday to Friday from 8am to 6.30pm



Email: **customerserviceni@sse.com**



Webchat: **sseairtricity.com**

Monday to Friday 8am - 6.30pm, Saturday 10am - 6pm



Post: SSE Airtricity Energy Supply (NI) Limited, 3rd Floor Millennium House, 25 Great Victoria Street, Belfast, BT2 7AQ

Payment Plan

We'll work with you to set up a payment plan that works for you and us, taking into consideration your individual circumstances and ability to pay. We'll arrange with you to pay a set amount over an agreed period. We'll monitor your agreed payment plan and would encourage you to get in touch as soon as possible if you experience difficulties with the plan so we can discuss your options.

Prepayment Meter

If you're unable to adhere to your agreed payment plan, or if you prefer, we can install a prepayment meter, if suitable. This will help you budget and stop your debt from increasing. If a prepayment meter is installed, the meter will be set to collect some of your debt every time you top up, this won't be more than 40% of each top up. We'll agree a repayment plan that works for both you and us and take into consideration your individual circumstances and ability to pay. For example, if your agreed recovery rate is 40%, we will take £4 for every £10 you top up. We'll monitor your top ups and would encourage you to get in touch with us as soon as possible if you experience difficulties in keeping up with your top ups or if you would like to discuss the amount we collect from each top up.

Our Code of Practice on Services for Prepayment Meter Customers outlines the services we'll make available for customers who pay for their electricity using a prepayment meter. A copy of this is available on our website at sseairtricity.com or can be provided free of charge by getting in touch with our Customer Service Team.

How We'll Help You

- 1 We train our staff to be helpful and supportive. We offer relevant advice and help to identify customers who may be finding it difficult to pay their bill. Where appropriate, and with your permission, we'll offer contact details for organisations who may be able to help you.
- 2 We send your bill in the format agreed with us. Payment is due by the date displayed on your bill. We offer a range of ways to pay which can be found on our website at sseairtricity.com
- 3 After your due date, if your bill remains unpaid, we'll contact you to remind you of the balance and ways to pay.
- 4 If we don't hear from you and your bill remains unpaid, we'll send you another reminder to pay and let you know what other options are available to help you which may include a payment plan or the installation of a prepayment meter.
- 5 In the event where an agreement can't be reached on a repayment plan, you don't make payment or if you don't respond, we may install a prepayment meter without your express agreement. This will allow us to recover the debt, help you budget and stop your debt increasing.

Independent Advice

If you need independent help and advice, Advice NI may be able to help you. We'll work with any organisation you choose to represent you. Where appropriate, and in agreement with you, we'll use information provided to us to help us demonstrate your ability to pay.

Advice NI



Phone: **0800 915 4604**



Website: **adviceni.net**



Post: Advice NI Forestview, Purdy's Lane, Belfast, BT8 4AR

Issues and Disputes

If you're unhappy with the action we take in relation to any billing issue or dispute, you can contact The Consumer Council free of charge. If requested during a Consumer Council investigation, we'll provide evidence on the procedures we used for assessing your ability to pay.

Consumer Council for Northern Ireland



Phone: **0800 121 6022**

Monday to Friday 9am to 5:30pm (calls charged at local rate)



Email: **contact@consumercouncil.org.uk**

Webchat: **consumercouncil.org.uk**



Freepost: Freepost THE CONSUMER COUNCIL



In person: The Consumer Council, Floor 3,
Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN

Other Formats

If you require this Code of Practice in Braille or Large Print, please contact our Customer Service Team.