



Northern Ireland - Codes of Conduct

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Energy Efficiency

By taking a number of simple and often free energy efficiency steps, you can quickly and easily start reducing your energy consumption. This is good for the environment, and your pocket. By taking control of your energy usage, you are taking control of your energy costs.

See our Energy Efficiency Codes of Conduct for help and advice on how to use energy efficiently, avoid waste and reduce your energy costs.

Higher than expected Bills

Sometimes your consumption and charges may be higher than you expected. There are a number of things you should check before you contact us:

First check your consumption:

Has the bill been based on an actual read?

If your previous bills have been estimated, an actual meter read may mean a larger than expected bill. If meter reads are estimated, they'll be clearly marked with (E) on your bill.

Does the billing period cover a longer period than your previous bills?

You will find the billing period on the front of your bills.

Does the billing period cover the colder winter period?

The time of year can also impact on the amount of electricity you use.

Have you changed the way you use electricity?

Your consumption can increase for lots of reasons, for example fitting new appliances or building an extension to your house.

Next check your charges:

Has there been a price change? We will always inform you in advance of price changes.

Have any additional charges been added to your account?

After checking all of these and you still think the amount on your bill is incorrect, just call us at least 4 working days before the due date. We'll cancel your direct debit (if applicable) and you won't be charged for this bill until

we've resolved your query. Our Customer Service telephone number is **0845 601 9093**. We are open Monday to Friday from 8:00 am to 7:00 pm.

Code of Conduct – Energy Efficiency

Becoming more aware of how you use energy, reducing your consumption and avoiding waste may seem daunting. This is not the case. By taking a number of simple and often free steps, you can quickly and easily start reducing your energy consumption. This is good for the environment, and your pocket. By taking control of your energy usage, you are taking control of your energy costs.

Help with Energy Efficiency

For help and advice on how to use energy efficiently, avoid waste and reduce your energy costs, you can:

Log onto our website

www.airtricity.com

Our website has a dedicated Smart Energy section.

Here you'll find details of how to reduce your energy consumption and costs.

Call us

Phone **0845 601 9093**.

We have a team who can offer practical advice about the efficient use of energy and the grants and assistance available to make your home more energy efficient. We are open Monday to Friday from 8:00 am to 7:00 pm.

If you have a query outside of these hours, you can leave a voice mail and we will call you back the next working day.

These calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

Contact the Energy Savings Trust

The Energy Saving Trust offer independent and local energy saving advice. They can be

contacted by:
Phone: 0800 512 012
Website: www.enegysavingtrust.org.uk

In addition, you can request a copy of our energy efficiency tips by contacting us. These will be sent to you free of charge. There are a number of ways you can request a copy:

By phone: 0845 601 9093.

We are open Monday to Friday from 8:00 am to 7:00 pm. If you have a query outside of these hours, you can leave a voice mail and we will call you back the next working day.

These calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

By email: You can send an email request to:
complaints@airtricity.com

Online: You can request a copy online by logging onto your online self service account at:
<https://my.airtricity.com>

By post: You can send a written request to:
**Customer Service
Airtricity Supply (NI) Ltd
2nd Floor
83-85 Great Victoria Street
Belfast BT2 7A**

By fax: You can fax your request to:
0890 43 7750

Energy Efficiency Tips

You can reduce your energy costs and carbon footprint by taking the following steps to be more energy-efficient:

Cookery tips

- Only use as much water as you need in the kettle. Do make sure you cover the element if you use an electric kettle.
- When cooking vegetables, use just enough water to cover the food and put a lid on. Simmer instead of boiling; less steam means less need to ventilate the room, cutting your heating costs.
- Always use the right size of pan for your cooking ring.
- Use pans that can divide into sections so you can cook several items at once. Cook big batches of food at once. It's more energy efficient to use all the oven space available – and freeze food you don't need that day.
- Take any shelves you don't use out of the oven. They absorb heat that should be cooking.
- Cut food into smaller sections before cooking; it may cook more quickly.
- Don't keep opening the oven door during cooking.
- Make toast in a toaster, not under the grill.
- Use a microwave instead of the oven as much as possible – not just for reheating and defrosting, but for fresh food too. They're quick, easy and economical to use.

Laundry for less

- Put a full load into your washing machine or tumble dryer whenever possible.
- Washing clothes at 30°C instead of a higher temperature can use around 40% less electricity. Washing powders and detergents work just as effectively at lower temperatures so unless you have very dirty washing, bear this in mind.
- Use economy programmes for small loads or washing which isn't very dirty.
- Front-loading washing machines are usually more efficient.
- If the weather is fine, dry your washing outside.
- If you use a tumble dryer, spin your clothes first. They'll dry more quickly.
- Make sure the filters in the tumble dryer are fluff free.
- Don't turn up the tumble dryer too high or dry clothes for too long. It makes ironing easier.
- Buying a new washing machine or dryer? Look for the energy efficiency rating. The more efficient (A or B), the cheaper to run.

Stay chilled and save

- Don't put your fridge or freezer next to a cooker or in the sun. Make sure air can circulate around the back.

- Load and unload the fridge as quickly as possible. Don't leave the door open for longer than you need to.
- Never put hot food in a fridge or freezer. Let it cool first.
- Defrost your fridge or freezer regularly.

Lighten your lighting bill

- Turn off any lights you don't need. But do make sure you have enough lighting on stairs and hallways.
- Keep your lampshades and bulbs clean. They give out less light if they are dirty. Darker lampshades give out less light, so use lighter shades to make the most of the energy.
- Fit lower wattage bulbs wherever possible.
- Spotlights can be more expensive to run than other lighting, so avoid leaving them on for a long time.
- Fluorescent tubes give out more light and are the best choice for kitchens.
- Think about buying fittings designed for low-energy lights.
- Fit timers and automatic sensors to lights, especially outside lighting. This will save you money.
- In most homes, lighting accounts for around 20%–25% of the electricity bill. Use compact fluorescent lamps (CFLs) – aka “energy saving light bulbs”. They last up to 10 times longer than old style bulbs and will save hundreds throughout the average household over their lifespan.

Standby for more savings

- Your TV, DVD and hi-fi use energy when not in use – up to 90% in standby mode. (In some households, it's the equivalent of leaving a 100W light bulb on all year).
- Generally only the following appliances need to be powered all the time:
 - Home security systems and sensor lights
 - Gas and oil boilers and heating controls
 - Remote garage door openers
 - Standby reduction devices
- Everything else like your TV can be switched off at the wall. To help reduce your energy use further, buy models with low consumption and switch them off at the wall when not in use. You'll be surprised how much you save!
- Not only should you switch your TV off but also all devices attached to it or your computer for example - modems, speakers, scanners and DVD players can all be left running even when we think we've switched them off.

- A standby reduction device will automatically turn these off when you switch off your TV or computer. All you have to do is plug the TV or computer into the socket allocated on the standby reduction device, and when it's switched to standby – hey presto! – it automatically turns off all the other devices.
- The power switch on many new appliances does not completely switch off all the power. To be absolutely sure, switch it off at the wall or unplug it.

Always look for energy labels.

- Energy efficiency labels give each appliance an energy efficient rating on a scale from A (most efficient) to G (least efficient). Go for 'A' rated appliances wherever possible – they're better for the environment and cost much less to run. Before you buy a new appliance, check its energy efficiency



Cut the flow and reduce the cost of your shower

- Showers are usually cheaper than baths because they use less water, but there is an exception. If you run a power shower for more than 4–5 minutes it actually uses more water than it would take to fill a bath.
- You can enjoy the feel of a power shower but cut the cost considerably by fitting a 'low flow shower head'. This mixes air with water, to give you the feel of an invigorating shower but reduces the amount of water by up to 70%.
- Turn your heating down by 1°C and save up to 10% on your energy bill
- Make sure that heating and hot water are only provided when and where they're needed.

A properly controlled heating system should have:

- A programmer – to set 'on/off' periods. Some models switch the central heating and hot water on/off at the same time. Others allow hot water and the heating to come on and go off at different times.
- A room thermostat – to select the required room temperature - switches off your heating when your room gets to the right temperature. Set it between 18°C and 21°C.
- A cylinder thermostat (if you have a separate hot water tank) controls the temperature of the water in your hot water tank. Turn it down to 60°C. Any

higher and you'll not just waste energy, you'll also increase the risk of scalding.

- Thermostatic Radiator Valves (TRVs). These let you control the temperature of each room separately. They sense the air temperature and switch radiators on and off automatically.

Code of Conduct – Bill Payment

Paying your bills

Our bills are clear, legible and easy to understand. We will always include the Date of issue, the Total Due, the Payment Due date and we will always include the payment method you have chosen.

We offer a number of payment options: direct debit, cheque and banking online.

Direct debit

Direct debit (DD) is the easy and convenient way to pay your bills, and you benefit from our direct debit discount.

We will bill you bi-monthly and the **Total Due** on your account is payable in full 14 days from the **Date of issue**. We will always let you know the amount and date in advance of debiting any money from your account. Our bills contain the **Payment Due** date, this is the date the payment will be taken from your bank account.

You can switch to direct debit by calling our Customer Service team on **0845 601 9093**. We are open Monday to Friday from 8:00 am to 7:00 pm. Please have your bank account number and sort code for your current account to hand.

Cheque / bank draft

You can pay your bills by cheque or bank draft.

We will bill you bi-monthly and the **Total Due** on your account is payable in full 14 days from the **Date of issue**. It can take a few days for your payment to reach us, plus a further 3 working days for your payment to clear. Please bear this in mind to ensure your payment is processed on time.

All of our bills include a **REMITTANCE ADVICE** slip. This should accompany any cheques / bank drafts sent to us.

Please make all cheques / bank drafts payable to Airtricity Energy Supply (NI) Ltd. Your Airtricity account number should always be written on the back of the cheque / draft. This helps to ensure there's no delay in processing your payments. You'll find your account number in the top centre of your bill. You can also find your account details at www.airtricity.com through My Airtricity, your online self-service account. Your account number will appear on the top right hand corner of the screen.

All cheque / drafts should be posted to:

Airtricity Energy Supply (NI) Ltd.
2nd Floor
83-85 Great Victoria Street
Belfast, BT2 7AF

If you aren't paying by direct debit you'll have to put down a deposit of £300. This will be held by us for a year. You can avoid this deposit (and benefit from cheaper rates) by choosing to pay your bills by direct debit.

Banking Online

You can pay your bills online by setting us up as a payee.

Here are the details you'll need:

Bank account name: Airtricity Supply (NI) Ltd
Bank address: Ulster Bank, Belfast City Office
Sort code: 980060
Account no: 51565133

Please instruct your bank to quote your Airtricity account number as a reference. This helps to ensure there's no delay in processing your payments. You'll find your account number in the top centre of your bill. You can also find your account details at www.airtricity.com through My Airtricity, your online self-service account. Your account number will appear on the top right hand corner of the screen.

We will bill you bi-monthly and the **Total Due** on your account is payable in full 14 days from the **Date of**

issue. It can take 3 working days for your payment to clear. Please bear this in mind to ensure your payment is processed on time.

If you aren't paying by direct debit you'll have to put down a deposit of £300. This will be held by us for a year. You can avoid this deposit (and benefit from cheaper rates) by choosing to pay your bills by direct debit.

Allocation of Payments

Payments will be allocated to the oldest bills first.

Meter Reads

NIE T&D Networks will continue to read your meter as normal, nothing changes because you move to Airtricity. NIE T&D aim to read your meter at least once a year.

We do however recommend you also read your meter regularly and submit these readings to us. This will ensure that you only pay for the electricity you use and that you don't build up debt or a large credit on your account. Knowing how much energy you use will also help you to understand your consumption patterns and control your costs.

Reading your meter

You'll find a simple guide to reading your meter on our website, www.airtricity.com. You can also request a copy of our meter reading guide by contacting us. These will be sent to you free of charge.

Submitting your meter read

Your meter read can be submitted a number of ways:

You can use the My Airtricity section of our website. All Airtricity customers have an online account. Don't worry if you've forgotten your username or password, just visit the My Airtricity section of our website (www.airtricity.com) and click on "Forgotten your username or password" link and follow our easy step by step guide.

You can also call our Customer Service team on **0845 601 9093**.

Meter read reminders

We provide a free email and text alert service advising that your bill will be issued soon. To help ensure it reflects your most recent consumption & takes into account any changes which may have occurred in your consumption (e.g. holidays), we advise you read your meter and submit it to us.

Disputed Bills

If you have a query on a bill which is being investigated, payment and all credit action will be suspended while we investigate the issue. You should however continue to pay all other bills while the query is being investigated. We will respond to all complaints within 10 working days, and full details of our query and complaint handling procedures can be found in our Complaints Handling Code of Conduct.

Problems Paying

If you're having problems paying, please get in touch with us immediately. We can help, but only if we know there is a problem. Please call our Customer Service team on **0845 601 9093**. We are open Monday to Friday from 8:00 am to 7:00 pm.

We will treat you with sensitivity and confidentially. In the majority of cases we will establish a suitable payment arrangement. This will take into account the size of the outstanding balance, your circumstances and your ability to pay. Details of the agreed plan will be sent to you in writing within 10 working days.

For direct debit customers, if you know there won't be enough in your bank account on the due date for payment, just call us at least 4 working days before the due date to cancel the direct debit. If you don't let us know, it will go through as normal and, if you don't have enough to cover the amount you will incur a charge. Your bank may also charge you a fee.

Non-payment of Bills

If it comes to our attention that your bill has not been paid by the due date, we will contact you to follow up on the payment. If your bill remains unpaid, or if you don't organise a payment plan with us, there are various steps we may take. These range from requiring a security deposit from you to in extreme a court appearance. This can result in further costs being added to your account.

Code of Conduct – Special Services

Our pledge to you

We realise our customers have different lifestyles, budgets, needs and face different challenges. We care about everybody, which is why we offer extra support to our customers who need extra help.

Customers with special needs

These services apply to those customers who are:

- Over state pensionable age
- Mobility or physically disabled
- Blind or visually impaired
- Deaf or hard of hearing
- Speech impaired (for example, following a stroke)
- Language difficulty
- Learning disability
- Dexterity impaired
- Chronically sick
- Mental health disorder

How we can help

Our staff are always available to provide help and assistance and answer any questions our customers with special needs may have relating to their bills, payments or their account.

Registering as a customer with special needs

Customers with special needs should always let us know. This can be done during the sign-up process or by contacting us using one of the following methods:

By phone: **0845 601 9093.**

We are open Monday to Friday from 8:00 am to 7:00 pm. Calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

By email: You can send an email to:

customerservice@airtricity.com

Online: You can contact us by visiting the My Airtricity section of our website www.airtricity.com

By post: You can contact us by post:
Customer Service
Airtricity Supply (NI) Ltd
2nd Floor
83-85 Great Victoria Street
Belfast BT2 7A

By fax: You also have the option to contact us by fax
0890 43 7750

You can **nominate a carer, relative or friend** to deal with your account on your behalf. We can send all correspondence and bills to this person, they can contact us on your behalf and we can contact them if we need to reach you. All we need is your permission, which can be given using any of the contact methods listed above.

Our blind, visually impaired and partially sighted customers can get details of their charges and meter readings from their bills by:

- Calling a member of our Customer Service Team who will be happy to read out the details of your bill over the phone.
- In addition to being available by post, all of our bills and publications are available online in **Portable Document Format (PDF)**. This document format allows our blind, visually impaired and partially sighted customers to increase the size of the document without reducing the quality of the print on bills and includes zoom features. In addition using the appropriate 'Screen Reader' software can allow the customer to have their bill automatically read out to them via their computer.
- Nominating a carer, relative or friend to deal with your account on your behalf. We can send all correspondence and bills to this person, they can contact us on your behalf and we can contact them if we need to reach you.

Critical Care Customers

These services apply if any of the following equipment is in use in your home:

- OC – Oxygen Concentrator
- SP – Suction Pump
- HD – Home Dialysis
- NP – Peg Tube Feeding Pump
- EH – Electric Hoist
- CL – Electric Chair Lift
- PN – Total Parental Nutrition Machine
- VT – Ventilator
- NB – Nebuliser
- EM – Electric Mattress/Bed
- SL – Electric Pressure Stair Lift
- MS – Multiple Sclerosis
- FR – Vital Medicine Requiring Refrigeration

Please let us know if anybody in your home depends on electrical equipment that is vital for their health.

This can be done during the sign-up process or by contacting us using the contact details above.

We will ensure these details are sent to NIE T&D Networks for inclusion on their Critical Care Register. NIE T&D Networks are responsible for maintaining the electricity network and this information will enable them to identify customers who are particularly vulnerable during a power cut or a planned interruption.

We also encourage our critical care customers to provide us with details of a carer, relative or friend. If NIE T&D Networks are unable to contact you directly, they will contact them. If you wish to do so, please contact us using any of the methods listed above.

If your electricity goes off or you have problems with the quality of your electricity supply or would like to request a relocation of your meter you should contact NIE T&D Networks on 08457 643 643.

Power cuts

Registration as a critical care customer will ensure you are given priority during a power cut. NIE T&D Networks will contact you with regular updates

throughout the duration of the power cut. These updates will help you make an informed decision as to whether alternative arrangements will be required.

Planned interruptions

NIE T&D Networks will contact you at least three days before a planned interruption to your supply. They will let you know the expected duration of the supply. This will help you make an informed decision as to whether alternative arrangements will be required.

Additional information

We always carry ID

We advise you never to open the door or allow a stranger into your house unless you're happy to do so and you're sure they are who they say they are.

All Airtricity representatives

- carry photo identification
- wear branded Airtricity clothing

Anybody who calls to your door from Airtricity will always introduce themselves and present their identification.

The identification badge contains the Airtricity representative's name and photograph, an issue and expiry date and a free phone number 0800 0155 170 which you can call to verify their identity.

Alternatively, or if you are still unsure, you can call Quick Check free on 0800 013 22 90. They can check if the caller is genuine and inform the police straight away if they are not.

NIE T&D must, under its licence obligations, ensure all of its representatives carry identification.

Energy Efficiency

By taking a number of simple and often free energy efficiency steps, you can quickly and easily start reducing your energy consumption. This is good for the environment, and your pocket. By taking control of your energy usage, you are taking control of your energy costs.

See our Energy Efficiency Codes of Conduct for help and advice on how to use energy efficiently, avoid waste and reduce your energy costs.

Useful Information and Contact details

Airtricity

By phone: 0845 601 9093.

We are open Monday to Friday from 8:00 am to 7:00 pm. If you have a query outside of these hours, you can leave a voice message and we will call you back the next working day.

These calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

By email: You can send an email to:
customerservice@airtricity.com

Online: You can contact us online by logging onto your online self service account at:
<https://my.airtricity.com>

By post: Alternatively you can contact us by post:
Customer Service
Airtricity Supply (NI) Ltd
2nd Floor
83-85 Great Victoria Street
Belfast BT2 7A

By fax: You also have the option to contact us by fax
0890 43 7750

Northern Ireland Electricity

By phone: 08457 643 643

By email: customercontact@nie.co.uk

By post: Northern Ireland Electricity
Customer Care Register
FREEPOST NATN475
PO Box 2
Danesfort
120 Malone Road
BELFAST
BT9 5BR

The Consumer Council for Northern Ireland

The Consumer Council is an independent consumer organisation, working to bring about change to benefit Northern Ireland's consumers. Their aim is to make the consumer voice heard and make it count. You can contact them using one of the following methods:

Telephone: 0800 601 6022

Email: info@consumercouncil.org.uk

Website: www.consumercouncil.org.uk

Address: The Consumer Council for Northern Ireland
Elizabeth House
116 Holywood Road
Belfast, BT4 1NY

By fax: You can fax your query or complaint to:
028 90 65 7701

Code of Conduct – Complaints Handling

Our pledge to you

Service we can be proud of, this is the goal we aspire to in Airtricity. Our customer service model is simple - we treat our customers the way we would like to be treated ourselves.

Our aim is to get it right first time. If however you feel something is not right tell us about it and give us the chance to put it right. If you have a complaint, we will:

- Treat you with respect and confidentially
- Deal with your complaint sympathetically
- Respond to you promptly
- Resolve your complaint fairly and as soon as possible
- Apologise for any mistakes made and learn from them

How to make a complaint

There are a number of ways to contact us if you have a complaint:

By phone: The quickest way to get a resolution is to phone us on 0845 601 9093.

We are open Monday to Friday from 8:00 am to 7:00 pm. If you have a query outside of these hours, you can leave a voice mail and we will call you back the next working day.

These calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

By email: You can send an email to:
complaints@airtricity.com

Online: You can register a query or complaint online by logging onto your online self service account at:
<https://my.airtricity.com>

By post: Alternatively you can send a written query or complaint to:
Customer Service

Airtricity Supply (NI) Ltd
2nd Floor
83-85 Great Victoria Street
Belfast BT2 7A

By fax: You can fax your query or complaint to:
0890 43 7750

How we will handle your complaint

All complaints are dealt with sympathetically and in every case we will deal with it fairly and aim to reach a prompt, mutually agreeable resolution.

We make every effort to deal with all complaints as soon as we receive them. We will review your complaint and also the activities and history on your account. This is to ensure that the customer service representative has all the relevant information required to resolve your query as efficiently and effectively as possible. We will investigate the issue, and how we resolve it will depend on the nature of the complaint.

Some issues are beyond our immediate control and cannot be resolved there and then. In these cases, we will explain the reasons why it cannot be resolved straight away, and also explain how we propose to resolve it. We will always:

- Give you the name of our Customer Service Agent
- Give you a reference number to use for further contact about the issue
- Make a written record of your complaint
- Where applicable we will suspend payment of the bill and all credit action until the issue is resolved
- Keep you informed of progress

Once we have a proposed resolution to your complaint or query we will contact you.

If you are not happy with the resolution or you feel your query or complaint has not been adequately dealt with, you can talk to our Customer Service Team Leader. The Customer Service Agent dealing with your complaint will transfer you to our Customer Service Team Leader without delay or dispute.

If our Customer Service Team Leader is unable to resolve your complaint to your satisfaction, you can request to speak with our Customer Service Manager.

If your issue remains unresolved, you can refer your complaint to the Head of Operations for review using the contact details above

Response to your complaint

Telephone queries and complaints:

Most complaints and queries can be resolved over the phone immediately.

If we cannot resolve your complaint or query immediately, we will tell you how we propose to resolve it.

Written queries and complaints (email, online, post, fax)

We will respond within 10 working days of receiving your written query or complaint.

Resolution of your complaint

In the majority of cases, queries and complaints can be resolved immediately, however sometimes this is not possible. We aim to resolve all queries and complaints within 10 working days of receiving them. Some issues may be more complex and make take longer to resolve. We will explain how we propose to resolve it and keep you updated on the progress. We will make every effort to ensure the resolution period is kept to a minimum.

We will compensate you (in accordance with condition 29 of our supply licence) if we fail to meet our commitments as set out in this Code of Conduct. This will be applied to your account within 10 working days of agreeing that we failed to meet our commitments.

Following the resolution of the complaint, if a refund is due on your account, it will be issued within 10 working days from the resolution date. This will be issued using the same method as used to pay your bills (e.g. if you pay by Direct Debit, the refund will be issued directly into your bank account, if you pay by cheque a refund cheque will be issued to you).

If we are unable to resolve your query or complaint to your satisfaction, the Consumer Council for Northern Ireland may be able to help. This is an independent body that seeks to resolve complaints. Their contact details are:

Telephone: 0800 601 6022

Email: info@consumercouncil.org.uk

Website: www.consumercouncil.org.uk

Address: The Consumer Council for Northern Ireland
Elizabeth House
116 Hollywood Road
Belfast, BT4 1NY

By fax: You can fax your query or complaint to:
028 90 65 7701