



30th September 2009

Increase in Keypad minimum top-up at Payment Agents to £5 **Briefing document for key stakeholders**

What's happening from when:

- From Tuesday, 3rd November the minimum Keypad top-up at Paypoint and Payzone shops will increase from £2 to £5.
- From Thursday, 1st October (09), Keypad top up receipts will carry a message advising customers. Receipt Message:

'Please note from 3 Nov, minimum top-up at shops will be £5'

Why:

The previous minimum top-up of £2 was out of line with the industry and the transaction costs were disproportionate to the amount of energy purchased. This increase goes some of the way to cover these transaction costs. The £5 minimum amount is now in line with other energy suppliers e.g. Phoenix Natural Gas.

Customer communications:

- On Tuesday 27th October – letters will arrive with c.11,000 NIE Energy Keypad customers who routinely top-up less than £5, advising them of the changes from 3rd November (copy of letter follows).
- Tuesday 3rd November 2009 - the minimum Keypad top-up at all payment agents will increase from £2 to £5.

Help available from NIE Energy for customers:

Free Benefit Check – as most of you already know, 'For Your Benefit' is a scheme that provides free, confidential help and advice about benefit entitlements, as well as valuable energy efficiency advice on how to save money and energy. To date, the scheme has identified unclaimed benefits of an average of £33 per week. The scheme is funded by NIE and is delivered working with a number of partners i.e. Advice NI, Barnardos, EAGA, Extra Care, RNIB, Citizens Advice and the NI Energy Agency.

You can either make a direct referral for a benefit check by e-mailing sandra.mckay@nieenergy.co.uk or you can signpost the customer to our website for more information www.nie-yourenergy.co.uk. Customers can also contact Advice NI directly on 028 9064 5919.

NIE Energy is keen to hear of any customer's difficulties or concerns regarding Keypad top-up and we will do our best to accommodate individual customer's needs.

NIE Energy Customer Helpline Tel: 08457 455 455
(Open Monday to Friday 8am to 8pm and on Saturday 9am to 1pm.)



Keypad – The Facts

- NIE Energy's 'pay as you go' Keypad means customers can buy electricity credit as they go along, rather than have to deal with bills. Similar to a mobile phone top up, customers can buy a 'top up' for their electricity Keypad meter to suit their budget.
- With over 230,000 households in Northern Ireland using a Keypad, it has proved very popular, not least because Keypad customers get 2.5% discount off every unit of electricity they use. Unlike some GB based suppliers, NIE Energy does not charge a premium for 'pay as you go', with a Keypad.
- Installed for free, a Keypad comes with a handy display unit which gives electricity usage information, making customers more conscious of how much electricity is being used and perhaps helping to cut down on wastage.
- Electricity 'top ups' can be bought from £5 up to £175 at any of the c.1,584 Paypoint and PayZone agent local shops across Northern Ireland.
- The minimum vend amount for online and telephone 'top ups' recently increased to £15.
- NIE Energy is delighted to announce that from October, the **Post Office** (minimum 'top-up' also £5) will be offering 'top ups', in addition to Paypoint, Payzone, NIE Energy's automated telephone service and online at www.nieenergy.co.uk.



«First_Name» «Last_Name»
«House_Name»
«House_No» «Street1»
«Street2»
«TownCounty»
«Post_Code»

Date September 2009

IMPORTANT – electricity top-ups for ‘pay-as-you-go’ Keypads

From 3 November 2009 the minimum top-up amount for your electricity keypad meter available from Post Offices, Paypoint and Payzone outlets will increase to £5.

This minimum amount is now in-line with other energy and mobile phone suppliers. We regret any inconvenience caused.

Free Benefit Check

‘For Your Benefit’ is a scheme that provides free, confidential help and advice about benefit entitlements, as well as valuable energy efficiency advice on how to save money and energy. The scheme is funded by NIE and is delivered by a range of organisations including, Advice NI, Barnardos, EAGA, Extra Care, RNIB, Citizens Advice and the NI Energy Agency. To find out more visit www.nie-yourenergy.co.uk or contact Advice NI on 028 9064 5919.

If you have any queries about this letter please call our Customer Helpline at 08457 455 455 (lines open 8am-8pm Mon-Fri and 9am-1pm Sat)

Yours sincerely

Keypad Meter Team