

Northern Ireland Electricity

The electricity supply in your property will be operated in one of two different ways: Pay as You Go or Quarterly Meter.



PAY AS YOU GO

If your property has a prepayment meter, you will first require a Home Energy Card to operate your electricity supply.

There may be a card on the premises, possibly left by the previous tenants. If however there is not you will need to contact NIE on 08457 455455 to arrange for another card to be supplied.

How does it work?

Once you have your card you can purchase electricity from your local PayPoint outlet. Each time you buy electricity you will be given a receipt with a unique Powercode number on it. Simply enter this number into your keypad at your property and you will be credited with the amount purchased.

Please note that if there is not already a prepayment meter in your property you must confirm with your agent / landlord that it is in order to fit one in your property.

Properties with fire alarms, burglar alarms, etc may be prohibited from operating a prepayment meter.



QUARTERLY METER

If you have a quarterly meter (not a pay as you go), you will need to register for the electrical supply as soon as you move in. You do this by taking a meter reading from your meter and reading it through to the NIE on 08457 455455.

If you do not register from the date that you move in, NIE may be unable to determine the actual reading, which could result in you being charged for electricity you did not use.

If you are in a property with multiple tenants, you can register all tenants details so that one person is not taking sole responsibility of the electrical supply.

The electricity meter will then be read by NIE every three months, at which time a bill will be issued. If access unavailable an estimated reading will be allocated to your account.

If you receive a bill with an estimated reading and are not happy with the reading, you can telephone through the actual reading yourself. There are various payment options available to you through NIE, and you should contact them on 08457 455455 for further details.

Please note that if you are considering changing your quarterly meter to a prepayment meter in your property, you must confirm with your agent / landlord that it is in order to fit one in your property. Properties with fire alarms, burglar alarms, etc may be prohibited from operating a prepayment meter.

NORTHERN IRELAND ELECTRICITY – CONTACT NUMBERS
08457 455455 – Billing Enquiries, Moving House, Ways to Pay
08457 643643 – Failure of Electricity Supply