

The admin stuff...





Domestic Additional
Account Charges



Domestic Additional Account Charges

⇒ ClickEnergy reserves the right to pass on to customers the following additional charges which are as a result of additional effort and costs required to manage your account.

1. In accordance with Schedule 6 Paragraph 7(2) (b) of the Electricity (NI) Order 1992 as amended by the Electricity Regulations (Northern Ireland) 2007 ClickEnergy can seek a warrant to access a domestic property to install a Keypad Meter to facilitate debt recovery. A charge of up to £250 (including VAT) will be added if we have to execute this warrant.

This charge is made up from legal and administration costs incurred to obtain the warrant through the Courts, as well as pass-through charges from NIE for sending a team out to enforce the warrant and install the keypad meter at your premise.

2. NIE has responsibility for the accuracy and collecting of reads for all customers' meters. These meters are seldom faulty but if a customer requires the accuracy to be checked ClickEnergy will seek a payment. A charge of £90.00 (including VAT) in advance of the test being arranged will be required. We will refund this if the meter is found to be faulty otherwise we will retain this fee to cover the pass-through charge from NIE.
3. NIE attempt to read customer meters quarterly.



The following charges may apply if a customer requests a meter reading outside of the meter reading cycle;

- a. Due to a dispute on the engineers meter reading, £67.80 (including VAT) will be applied to the account if the meter reading returned by the engineer is in correlation with the disputed meter reading.
 - b. For reasons other than a dispute of the previous meter reading, a charge of
 - i. £45.00 (including VAT) will be added to the account.
4. A customer is entitled to one meter change per year, free of charge. If a customer wishes to exchange their meter more than once, except in circumstances where the change is due to a meter fault, a payment of £79.20 (including VAT) will be required in advance of any fieldwork being carried out.
5. If you are a credit metered customer and you wish to pay by means other than direct debit, a security deposit of £150 is required. This will be repaid after 12 months (or if you switch supplier), provided your payments are maintained and up-to-date. If you accrue arrears, the security deposit may be used to off-set the arrears balance.
6. If you arrange fieldwork and agree an appointment, but fail to ensure that you are present at the address for the work to be completed by an NIE engineer, a charge of £33.60 (including VAT) will be added to your account. If



you reschedule and miss the appointment for a second time, a second charge of £67.20 (including VAT) is applied.

7. If an agreed scheduled Direct Debit payment is rejected, a Direct Debit rejection charge of £5.00 will be applied to your account.

8. If your meter is found to have been tampered illegally, you may be required to repay the following charges:
 - Replacement Meter Charge - £79.20 (including VAT)
 - Warrant / Legal Costs, if applicable – up to £250 (including VAT) (see section 1)

You will also be required to repay all consumption (units / kWh) deemed to have been obtained illegally as a result of tampering. The number of kWh to be repaid will be calculated in line with industry "Revenue Protection" procedures, and in conjunction with NIE, the Network Distributor.



Follow us on Facebook:

@ClickEnergy NI

Follow us on Twitter:

@clickenergychat