



000046

Mr Michael & Mrs Carmel McGrane
526 Castlevue
Loughshore Road
Enniskillen
BT93 3DB

Dear Customer,

Please find attached two new payment cards for Power NI's Easysaver payment scheme. Please use your new card when making your next payment and keep the other as a spare.

As a Power NI Easysaver customer, we will continue to offer you flexible payment terms on the electricity you buy from us, as well as great service.

Save money when paying by Direct Debit or with Power NI 'Pay as you go' Keypad

Paying by Direct Debit means money in your pocket... and hassle free payment. There's no fuss, no hassle and no forms to complete. Instead, we'll get you switched on to generous new discounts and great value services, so that you can start benefiting from great offers like these:

- **Save up to £60 with Energy Online** – our new online accounts service lets you pay by direct debit. Sign up today at www.powerni.co.uk/energyonline
- **Save up to £40 a year** with our 4% monthly direct debit discount. Spread your energy costs over the year and take control of your energy budget.
- **Save up to £26 a year** with our 2.5% quarterly direct debit discount and receive a full statement every three months.
- **Get a guaranteed 2.5% discount** as a Keypad 'pay as you go' customer and receive increasing amounts of FREE electricity with Keypad reward - visit powerni/keypad for more information. Power NI customers can now 'top up' using the **Free Keypad App** for iPhone or Android.

Call our Customer Helpline today on **08457 455 455** to switch to Direct Debit or to have a Keypad installed*. It only takes a few minutes of your time. We'd love to hear from you.

Yours sincerely

Stephen McCully, Managing Director, Power NI

9826900343143908238



Use this card now

I certify having sighted &
copied the two originals

Signed:
Dempsey Financial Solutions
Date: 11-10-13

9826900343143908238

Easysaver



Use this card to make
payments towards your bill

MR MICHAEL & MRS CARMEL MCG

98269003 43 143908238

4314390823



Mr Michael McGrane
526 CASTLEVIEW
LOUGHSHORE ROAD
ENNISKILLEN
BT93 3DB

This letter is about
Price Change

It was sent to you on
11 Sep 2013

Your Account Number
4314390823

Meter Point Ref. No.
81082177963

Tariff
Home Energy

Letter reference
088 / 8870455225

Supply Address:
526 CASTLEVIEW, LOUGHSHORE ROAD, ENNISKILLEN

Changes to tariff price & terms and conditions of supply

Dear Customer,

Tariff price change

Due to significant increases in the price we pay for wholesale energy and other costs, we have regrettably had to make the difficult decision to increase prices (effective 1st July 2013 [1]). This will add £1.73 per week for a typical household as a result of the 17.8% increase [2].

There is never a good time to increase prices and it is something we do reluctantly. We were able to cut our prices by over 14% last year when many other electricity suppliers in the UK were raising theirs and we will always look for opportunities to reduce prices again should circumstances allow.

There is no need to contact us as a result of this tariff price change, as the new tariff will be automatically applied to your account.

We cannot control external wholesale energy costs, but we can help our customers save money on their electricity - and we are doing so. Please see the enclosed leaflet for details of the change and how you can benefit from our discounted payment options.

Terms and conditions change

Power NI's terms and conditions of supply are changing, including the way in which we use your personal data. Please see the enclosed leaflet for more information.

Thank you for choosing Power NI, we greatly value your custom and are delighted to continue to serve you.

Yours faithfully

Maureen Delaney
Customer Relations Manager

I hereby certify that I have
checked the original
Signed:
Dermot Financial Solutions
Date: 11.10.13

[1] You will receive your usual bill at existing prices c.21 days after the date of this letter. The new price applies to electricity used after the period covered by that bill and will appear in quarterly bills due from the start of October 2013.

[2] 'Typical' based on 3,300 units used in a year at Power NI standard rate. 'Typical' Economy 7, based on 8,100 units (24% day 66% night), will increase by £2.82 per week.