



Code of Practice on Payment of Bills

Go Power offers a range of payment methods. We want our customers to feel comfortable with the way they pay their bills and this is why we have made available a range of payment methods to suit your needs. For detailed information about our payment methods please contact us directly at our offices at:

Telephone: 028 8676 0600
Monday – Friday (9:00 am-5:30 pm)

This code of practice offers advice and assistance on the payment of your gas bills. If you are having difficulty with the upkeep of your bills, please get in touch and we will help as best we can.

You can contact us on our **Customer Helpline 028 8676 0600 as soon as possible.**

Tariff changes

A tariff is the price per unit of gas and it is measured in kWh (kilowatt hours). In the event of tariff changes, Go Power will notify its customers of such changes at least 21 days in advance.

All of our customers will receive a bill, except for our customers who use a Pay As You Go (PAYG) meter. Each bill will show the amount of units used from the beginning to the end of the billing period as shown on your statement. Your bill will also have an opening and closing meter reading for the billing period. An annual bill is available for PAYG meter customers. The bill you receive will be clearly laid out, simple and easy to understand. PAYG customers will have the option to get a statement which will show their gas usage throughout the year.

Should you have any problems understanding the breakdown of charges laid out in your bill, please contact us and a trained member of staff will be happy to help you go over your bill and explain each one of the charges.

Go Power offers our customers a variety of payment options such as:

- Direct Debit
- Paypoint (PAYG)
- Credit/ Debit Card

1.1 Direct Debit

If you decide to pay your bill by using Direct Debit, then you will be able to save money on your bill. We offer a 2% discount off your energy unit rate (before VAT) on every bill for customers who pay via Direct Debit. You can sign up for Direct Debit by filling out the Direct Debit Form which is available online at www.gopower.co.uk or alternatively you can ring our Customer Service Team on 028 86 76 0600 and we can have a form sent out to you. Please note that if you want to sign up for Direct Debit over the telephone, we will require your bank account details. We highly recommend that you use this payment method as it will save you money off your bill.

How does it work?

You will agree to pay twelve monthly payments for your supply of natural gas through your bank or building society towards the cost of your natural gas consumption.

A customer bill will be issued by us detailing your natural gas consumption and the payments received for the previous month (in your first month this period may be less than 1 month).

If you have overpaid, the balance might be carried over into the following month's payments or, if you wish, it can be refunded directly into your bank account. If you have paid less than your outstanding balance at the end of the month, you may carry this balance over into the following month's payments unless we ask you to pay the full amount.

At any point, you are free to cancel your direct debit with your bank or building society and by notifying us. However, please note that you must pay your remaining balance in full.

1.2 Pay As You Go

If you decide that you would want to install a PAYG meter at your home, then you will need to use Paypoint in order to top-up your meter. You can go into a participating store and get your card swiped through the machine with your desired amount. This payment method allows you total control of your natural gas consumption.

1.3 Credit/Debit Card

Customers can pay for their bill with their credit/debit card over the phone by ringing 028 86 76 0600. Make sure you have your customer account code at hand before ringing as we will need these details to verify your account. Your customer account code can be found on the top right hand corner of your bill.

Refunds

If your account has been billed using an up to date meter reading and there is credit remaining, you can request to have this refunded to you. Direct Debit customers will be refunded directly into their bank account unless a refund by cheque is requested.

Refunds can take up to 28 days to process, however we will try to refund your money as soon as possible.

Alternatively, if your account is due a refund, the credit will be deducted against your next bill's balance.

Meter Readings

Your meter records the amount of natural gas that is consumed. By reading your meter, we calculate the amount of natural gas supplied to you. The amount of natural gas recorded by the meter is charged at the tariffs published by us. You can contact our Customer Service team on 028 86 76 0600 to submit an up to date meter reading.

We will contact you by phone, post or via e- mail to request a meter read every month. If you have not provided us with a meter read, our meter reading team will ensure an actual read is collected by Go Power every quarter. Until an actual read is provided by you or obtained by our meter reading team, your bills will have an estimate reading to be used for billing purposes. Go Power will send you a meter reading reminder every month to help you keep track of your usage.

Meter readings can be submitted at any time to verify against your consumption and payments.

New customers are required to provide us with a meter reading in the first six months of services provided.

Go Power Statements

Go Power customers who pay monthly can request to receive a statement between the 11th and 14th of every month. This statement will include your energy usage for the past month, the agreed tariff you have chosen and payments we have received.

Alternatively you can log on to your 'Online Account' to view your gas usage by week/ month/ year. If you are not set up with an Online Account and would like to avail of this service please contact us by:

Phone: 028 8676 0600

Email: support@gopower.energy

Our tariffs

The tariff is the unit price of natural gas that we charge to our customers and is measured in kWh (kilowatt hours).

Estimated Bills

Go Power will read your meter at least once every quarter. In absence of an actual meter reading, we will base your bill on an estimate of the amount of natural gas you may have used.

You can provide us with a meter read on the following methods:

By e-mail: gasservices@gopower.energy (please include your meter number and customer account code as shown on the top right hand corner of your bills); or

By Phone: 028 90 79 00 00 (you will be asked to provide your account code)

Managing your Go Power Account

Once you register with Go Power, as a customer, you agree to receive and pay for gas under our terms and conditions of supply.

A copy of our terms and conditions can be obtained on our website www.gopower.co.uk or you can get a free copy by contacting our Customers' Service department on 028 8676 0600.

As a customer of Go Power, you will have a secure account area which will allow you to manage your account. Your account will be reviewed when issuing monthly statements.

We understand that some customers may have difficulty paying for their gas and their account may come into arrears, however we will do our best to assist all customers with various options including:

Reducing Your Energy Use

At Go Power we want you to reduce your bills and you may be able to do this by using gas more efficiently. For more information on reducing your costs please refer to the 'Efficient use of gas' Codes of Practice on our website.

These energy saving tips could help you reduce your usage thus allowing you to reduce your monthly bills. If you believe your bills are higher than they should be, please contact our Customer Care team as soon as possible on 028 8676 0600.

We will do our best to advise on how you can become more energy efficient, and can actively assess your options to prevent any unnecessary arrears.

We will take the following steps to help you:

- We will assess your account, if we feel you require additional help or you are finding it difficult to meet your payments. We will contact you to discuss a solution.
- If your circumstances change unexpectedly and you may require help; you should call us as soon as possible, we are here to help.
- We will come to an agreement that allows you to manage your bills. We will always assess a customer's ability to pay and if you require, we will work in liaison with an agency or third party that is appointed by you.
- We will establish a suitable repayment period before setting up a payment arrangement on your account via Direct Debit, Cash/Cheque, or a PAYG meter.
- We will actively monitor payment arrangements and re-assess levels of repayment if it is clear that you are struggling to keep up with repayments. If you are struggling with repayment arrangement, it is important that you contact us for assistance.
- In the event we are unable to reach an agreement or you fail to make a payment based on a revised payment plan then we may suggest that a 'Pay as you Go' meter be installed at your premises. We will collect the outstanding arrears at an agreed rate, not exceeding 40% of each top up (unless requested by yourself in writing) following an assessment of your ability to repay and only if it is safe and practical to do so.

You can view our Code of Practice on 'Services for Prepayment Meter Customers' for more detailed information regarding keypad meters and their suitability.

Some local Advice Agencies that we may refer you to (or you may wish to contact yourself directly) include:

Citizens' Advice

Citizens' Advice Regional Office, 46 Donegall Pass, Belfast, BT7 1BS

Telephone: 028 9023 1120,

Web: www.citizensadvice.co.uk

Advice NI

1 Rushfield Avenue, Belfast, BT7 3FP

Telephone: 028 9064 5919

Web: www.adviceni.net

If you remain dissatisfied with the level of repayment for any other aspect of your account management, you can contact the Consumer Council for Northern Ireland who can provide you with independent advice and assistance. Go Power will work with the Consumer Council to find a resolution and share the procedures used to assess the repayment proposed.

You can contact the Consumer Council for Northern Ireland:

Phone: 028 9025 1600/ 0800 121 6 022

Email: contact@consumercouncil.org.uk

Online: www.consumercouncil.org.uk

In writing: Consumer Council, Floor 3, Seatem House, 28- 32 Alfred Street, Belfast, BT2 8EN

The Consumer Council can also assist you by raising enquiries and complaints with us directly (on your behalf), we are committed to acknowledging your query quickly and efficiently in order to come to a resolution.

In the event that the Consumer Council is unable to resolve a billing complaint to your satisfaction, you have the right to refer the matter to the Northern Ireland Authority of Utility Regulation (NIAUR). Their contact details are as follows:

Phone: 028 9031 1575

Email: info@uregni.gov.uk

In Writing:

Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED

Disconnection of Gas Supply

Go Power will take all reasonable steps to agree an appropriate payment arrangement to prevent us ever having to disconnect a customer's gas supply for non- payment.

From 1st October to 31st March Go Power will not cut off the supply of gas to premises where the customer has not paid their bill and is;

- Disabled
- Of pensionable age
- Chronically sick and lives alone
- Lives with other persons who are of pensionable age, disabled, chronically sick or under the age of 18.

Go Power will not disconnect any customer who has not paid their bill, when there is an ongoing complaint or dispute in process.

Go Power will do their best to:

- Contact the customer at least 4 times via email, letter or telephone
- Check if the customer is listed on Go Power's Critical Care (Vulnerable Customer Register)
- Ensure that we have attempted to contact the customer at least 4 times and we are assured that the customer is not on the Vulnerable Customer Register before we cut off a supply of gas to a domestic premises.

In the unlikely event that we disconnect your gas supply by mistake, we will endeavour to make reasonable attempts to restore it within 24 hours at no additional cost.

Where a customer takes their gas supply through a non-domestic supply for example a flat above a commercial premises, Go Power will try to ensure that customer is not disconnected inappropriately if the commercial premises no longer receives a supply of gas.

Go Power will ensure that any disconnection or reconnection charges reflect any costs incurred by us from the Network operator. Customers may be required to pay a fee up front before reconnection of the supply can be restored.

Take Independent Advice

If you have concerns about approaching Go Power in relation to your payment difficulties, we suggest you contact your local Citizens Advice or Independent Advice Agency. They may be able to help you.

Contact details for these organisations are available on our website: www.gopower.co.uk. Alternatively you can contact our Customer Helpline 028 8676 0600. Lines open Monday to Friday 09:00 to 17:30

How does reconnection work?

In order to have your natural gas supply reconnected you must pay the full amount you previously owed. In addition, there will be a reconnection fee. If these requirements have been met, a member of our staff will contact you and advise you of a reconnection date. Please contact us if you require information about reconnection charges.

Note: We will try to recover the amount owed by taking legal action if your supply has been disconnected and we still cannot get in contact with you.

Meter tampering

Interfering with your meter is a dangerous and illegal action. If we suspect your meter has been tampered with we will seek to recover the full amount of the unpaid natural gas including the costs of meter replacement. In addition your supply could be disconnected for health and safety reasons.

Useful Contacts:

Age NI

3 Lower Crescent, Belfast BT7 1NR

Advice Line: 0808 808 75 75

www.ageuk.org/northernireland

Smell Gas?

Phone the 24 hour emergency line on 0800 002 001