

Information for Bright customers who were switched to Power NI on 13 February 2022

Background information about Bright's exit from the Northern Ireland electricity supply market

- In December 2021, Bright informed the Utility Regulator, along with their staff and customers, that they planned to leave the Northern Ireland electricity supply market.
- When a supplier leaves the market, there is a regulatory process in place to ensure that customers are protected and do not lose electricity supply.
- This process is called the Supplier of Last Resort, which ensures that no customer is left without electricity supply due to a supply company no longer operating in Northern Ireland.
- As part of this process, the Utility Regulator gave [notice](#) to Bright on 12 January 2022 that their electricity supply licence will be revoked on 13 February 2022. Arrangements for the Supplier of Last Resort process then began and we published our [Direction](#) to start this process.
- The designated supplier that takes over the Bright customers to ensure that they are not left without supply is Power NI (as the regulated electricity supplier).
- The process of transferring Bright's remaining customers to Power NI took place on 13 February 2022.
- Supplier of Last Resort is a tried and tested process that has been developed with the Utility Regulator, Power NI and NIE Networks to ensure that no customer is left without supply of electricity if a supply company leaves the electricity market.

I'm a Bright customer, what do I need to know?

What has happened?

The electricity supply company, Bright, has now left the electricity supply market. This has been done in an orderly manner, working through the regulatory processes that are in place to ensure that Bright customers do not lose their electricity supply.

Part of the regulatory process is the Supplier of Last Resort, which is an established and tested system in place to transfer Bright customers to Power NI, the nominated replacement supplier for this process. Power NI is the price regulated electricity supplier in Northern Ireland, which means the Utility Regulator approves the maximum tariff they can charge their domestic customers.

The Supplier of Last Resort process was also used when Open Electric left the electricity supply market in December 2016.

Throughout this process, electricity has continued to be supplied to customers of Bright. Customers have now been automatically switched to Power NI.

Who is affected?

Customers affected are those who, up to Saturday 12 February 2022, received an electricity supply from Bright.

When will the changes come into effect?

Customers were automatically switched from Bright to Power NI as of Sunday 13 February 2022. This ensured there was no disruption in electricity supply for customers. Power NI has emailed and posted information to customers to inform them of their new tariff, terms and conditions and any further action required.

Will my electricity supply be affected?

No, there will be no disruption to the electricity supply of Bright's customers.

Customers who use pay as you go meters will receive their new keypad number from Power NI. Friendly credit arrangements remain in place on pay as you go meters until 11am on Mondays. Power NI sent customers their new keypad number by email or post on 13 February. Customers can also contact Power NI directly on 03457 455455** to speak to an agent or 0800 011 3435 for their new keypad number and to top up their meter.

How will this affect the price I pay and my bill?

Credit customers will pay Power NI's tariff from 13 February.

The tariff for customers with pay as you go meters will change when you next top up and enter the one-off 60 digit Powercode into your meter.

You will find specific information on Power NI tariffs on their website www.powerni.co.uk or by calling 03457 455455.**

The Utility Regulator regulates the prices that Power NI charge to domestic customers, therefore you can be assured that the price you pay reflects the actual costs of supplying electricity to your home.

What if I have credit on my pay as you go meter?

If you have a pay as you go meter, your current credit will remain on the meter. Once you have completed the transfer process to Power NI, your existing credit will be displayed. The only difference is that you will pay Power NI's rates after the next time you top up and enter the one-off 60 digit Powercode.

What if I have credit on my account, owe money to Bright or have paid a security deposit?

If you have a credit meter and pay for your electricity when you receive a bill or by Direct Debit, Bright will issue you with a final bill that will show the credit you are due to receive back or the amount you owe for your final bill. You are responsible for paying any outstanding amount owing to Bright in the way you usually paid your bill, so if you pay by Direct Debit please do not cancel your Direct Debit as this will be used to collect your final payment. Any refund due to you for credit on your account or a deposit that Bright hold, will be paid into the bank account that Bright holds for you within 10 working days of the final bill being issued.

**Power NI customer service helpdesk is open Monday – Friday, 9am to 5pm. However, the 0800 011 3435 number is an automated system and is available 24 hours a day to top-up your meter.

Before Bright customers were switched to Power NI on 13 February, Bright requested their customers send them a meter read, as this will help ensure your final bill from Bright is as accurate as possible. However, if you did not provide this meter read, NIE Networks, who read the meters for all electricity suppliers, will provide an estimated meter reading to Bright.

Please do not cancel your Direct Debit with Bright until your final bill has been settled.

I'm a credit customer, what do I need to do?

Regardless of how you pay for your electricity, you were automatically transferred to Power NI on 13 February. This ensured that there was no interruption to your electricity supply. Power NI will start contacting those customers who have switched, by email or post from 13 February with more information and will also issue you with a welcome pack. This will provide further information on their tariffs and details on how to set-up a payment method.

If you have a credit meter and pay for your electricity when you receive a bill or by Direct Debit, there will be no change required to your meter. If you did not provide Bright with a current meter read before the switch, NIE Networks, who read the meters for all electricity suppliers, will provide an estimated meter reading to Bright. This will help to ensure your final bill from Bright is as accurate as possible.

If you pay by Direct Debit, you will need to set-up a new Direct Debit with Power NI as Bright have not transferred your bank details to them. Within the welcome pack, you'll find details on setting up Direct Debit payments and the discount payment schemes that Power NI offer.

I have a pay as you go meter, what do I need to do?

Regardless of how you pay for your electricity, you were automatically transferred to Power NI on 13 February. This ensured that there was no interruption to your electricity supply. Power NI will start contacting those customers who have switched, by email or post from 13 February with more information and your new Power NI keypad number. You will also receive a welcome pack providing further information on their tariff and terms and conditions.

The top-up card you have for Bright will no longer work. You must use the new number provided to you by Power NI to top-up your meter. You can also use the automated keypad look-up and top up line on 0800 011 3435 or visit their website www.powerni.co.uk. Your new Power NI top up card will be sent to you within five working days of transferring to Power NI.

Can I switch supplier and leave Power NI?

Customers of Bright have been switched to Power NI to ensure there is no disruption to your electricity supply. After 20 working days from transferring to Power NI, customers will be able to switch to a different electricity supplier if they choose to do so. If you would like further information on switching supplier, you can go to the Consumer Council's website where you will find their energy price comparison tool – <http://www.consumercouncil.org.uk/energy/electricity-gas-price-comparison/>

Can I talk to someone about what is happening?

You can contact Power NI on 03457 455455** to discuss any queries you have about your new account.

Be scam aware!

Bright has not transferred any of your bank account information to Power NI. You will need to settle your final bill with Bright, but this will be done via the bank account details that Bright hold for you.

Power NI will contact credit customers via email and/or post with details of how you can set-up a Direct Debit with them. They will never phone you and ask for your bank account details.

If you are contacted and asked for your bank account details for your switch to Power NI and you want to check if it is legitimate, you can contact Power NI directly on 03457 455455.**