

## This winter, electricity and gas suppliers in Northern Ireland have committed to providing the following extra support for small business consumers

- 1 Electricity and gas suppliers will engage with consumers who are in payment arrears. As a minimum, they will remain open to discussions and engagement around the consumer's individual circumstances and consider reasonable repayment plan options. Suppliers will also be open to engaging with consumers to discuss contract renewal and tariff options that may be available (where such changes can be facilitated contractually).
- 2 Prior to issuing any letters referencing disconnection, electricity and gas suppliers will use best endeavours to engage with consumers in debt to discuss alternative options.
- 3 Electricity and gas suppliers will ensure that correspondence issued to consumers, particularly in relation to debt, is written in a manner that is encouraging, enabling engagement and demonstrating an openness to providing assistance and advice.
- 4 Electricity and gas suppliers will have a specialised individual or team lead as a key contact for third sector, advice bodies, consumer bodies and Utility Regulator.
- 5 Electricity and gas suppliers will have processes in place to provide consumers who are experiencing affordability difficulties with their energy bills or are in need of additional support, with relevant information and support including signposting to relevant advice-giving organisations.
- 6 During their interactions with consumers in payment difficulties, electricity and gas suppliers will provide practical advice to consumers on energy efficiency measures that could help customers reduce their energy bills.

### OVERARCHING PRINCIPLES



- The commitments within the Small Business Energy Charter have been made on a voluntary basis.
- All signatories below will adhere to the commitments between 1 November 2024 and 31 March 2025.



For advice and information for small and micro-businesses in Northern Ireland, including energy advice, please visit Consumer Council for Northern Ireland's webpage below:

[How we can help businesses | Consumer Council](#)