

Payment Options

Direct Debit

Allows you to automatically receive a Prompt Payment Discount and you will receive a £1.00 Direct Debit discount per bill. We offer two payment types;

Monthly Direct Debit spreads your electricity costs evenly throughout the year whereas

Variable Direct Debit allows you to pay the full amount of your bill approximately 10 days after your account has been produced.

This bill must be paid in advance of applying for Direct Debit.

Telephone 01624 687675

Debit and Credit cards are accepted over the telephone

Head Office

Payments can be made by cash, debit card or cheque at our Head Office. Isle of Man Business Park, Braddan.

Isle of Man Post Office

Payments can be made by cash, debit card or cheque. Please make cheques payable to Isle of Man Post Office.

Online

Debit and Credit cards are accepted online. Simply visit our website and click on 'Pay your bill' or scan the QR code on the payment slip with your smart device. You will need your customer number, property number and invoice number.

Post

Make cheques payable to Manx Utilities Authority. Write your name, address and customer number on the reverse of your cheque. We do not accept post dated cheques. Do not send cash through the postal service.

Pay as you go (Electricity Only)

By using a prepayment meter you can pay as you go for your electricity. For more information on the installation and fitting of a prepayment meter please call 687687.

Credit card payments may attract a small percentage fee.

Information

Meter Reading Codes

A - Actual

C - Customer

E - Estimated

F - Fuse Drawn / Disconnected

I - Interim Account

M - Remote Reading

N - Reconnection

P - New Meter Fitted

T - Termination/Tenancy Change

W - Seen through Window

X - Meter Change

An Estimated bill can be replaced with a customer reading

Notice to Terminate Supply

You will be required to complete an application for supply and/or termination form. We require at least three working days notice to arrange a final reading, if no contact is made you will remain liable for all continuing supply as per our terms and conditions.

Tariffs , Terms & Conditions

Under our Terms and Conditions accounts accrue day-to-day and are due on demand.

Data Protection

We are a Data Controller under the Data Protection Act. We hold information for the purposes of supplying our services and certain other statutory functions assigned by Tynwald.

Please be aware that some telephone calls may be recorded for training and security purposes.

Customer Care

We are committed to maintaining the highest standards of Customer Care and Service with the maximum reliability and minimum cost.

Our Customer Services Charter sets out these standards which are categorised as general standards of service performance. If we fail to deliver our Standards of Service, we want to know about it so that we can put it right. We have a dedicated customer care team who are always happy to advise you if you need more help.

Manx Utilities is the registered trading name of the Manx Utilities Authority.