

AGNI Online Account FAQs

How to register and Login?

1. What is an AGNI Online Account and why should I register?

Your AGNI Online account is an online service that:

- Provides 24/7 access to your bills/statements online
- Provides email reminders when your bill is ready
- Enables you to make a payment online
- Enables you to Submit a meter reading online
- Enables you to Go paperless

2. How do I register for an AGNI Online Account?

The easiest way too sign-up for an AGNI Online Account is via the SSE Airtricity Gas NI website.

To register for your AGNI Online Account, you'll need your Customer Reference Number, Supply Meter Point (SMP) number and Billing address post code.

The initial part of the registration will take a no more 5mins to complete. Once this information has validated you will receive an email with the instruction to complete the registration and set your password. This will usually real time but may take up to 24hours.

Passwords must be at least 8 characters long and contain 1x lowercase, 1x uppercase, 1x numeric and 1x special character to ensure it is secure.

You can find your Customer reference number and SMP number on any bill or your welcome letter. If you don't have a bill to hand or welcome letter to hand you contact us at info@airtricitygasni.com or 0345 900 5253 and we can provide these details.

3. What happens if I have more than one property?

If you have more than one property on your account, you'll only need to register for a single AGNI Online Account. Your login details will allow you to view all of your individual properties in a single view however payments will still need to be made on an individual property level.

To add multiple properties, make sure you tick the box on the registration page when registering.

4. Can I attach my electricity account to my AGNI Online Account?

Your AGNI Online Account will only enable you to manage your SSE Airtricity Gas Account/s.

To register for My SSE Airtricity (Electricity) click [here](#).

5. I'm having trouble registering. What should I do?

Make sure the details you are registering with are correct and you are completing all the mandatory fields.

You may experience performance issues with certain older web browsers, and we would advise you to use more recent browser (Chrome, Edge, Safari etc.)

If you continue to experience issues you contact us at info@airtricitygasni.com or 0345 900 5253 and we can help solve this challenge.

6. I'm having trouble logging in.

Make sure you have fully completed your registration including the verification and password setting which was sent via email when you first registered. If you have not received this email, firstly double check to ensure this has not been received in your junk or spam folder and that you are checking against the email address you used for registering.

If after checking, you have not received the email or you are still experiencing issues logging in you contact us at info@airtricitygasni.com or 0345 900 5253 and we can help solve this challenge.

7. I have an SSE Airtricity Electricity Online account. Will my account details automatically work for my AGNI Online Account?

Your SSE Airtricity Electricity details will not automatically work for your AGNI Online Account. You will need to register for this separately and same email address you use for your Electricity account can be used.

8. I have forgotten my password/username

[If you have forgotten your password?](#)

You can reset your password on our forgotten password page.



All you need is your Username which is the email address you used to register, and you will receive an email with instruction for resetting your password.

If you've entered your details incorrectly more than five times within an hour, you'll be locked out of your account for 10 minutes. This is to keep your account safe. All you need to do if you've been locked out is wait at least ten minutes, then reset your password.

If this occurs more than 3 times your account will be permanently frozen, and you will need to contact us to unlock your account.

I have forgotten my Username

Your username your email address. This the one you used to register or if you have recently updated your email address with us please use this email address.

9. What email address did I sign up with?

If you signed up for an AGNI Online Account, this will be the email address that your confirmation email was sent to.

10. I am registered for an AGNI Online Account; will I still receive paper bills?

If you are registered for an AGNI Online Account, your bills will be available online and you will not receive paper copies. You are able to download and print your bills via AGNI Online Billing Account or if required you can request a paper copy sent to you by contacting us at info@airtricitygasni.com or 0345 900 5253.

How to Use AGNI Online?

1. I am registered for an AGNI Online Account; Can I print my bill?

All AGNI Online Account customers can download and print their current or past bills if needed. All you need to do is:

- Log in to your AGNI Online Account
- This will bring you to your account to 'Account Overview'
- Find the bill that you are looking to print and click on the PDF icon.
- The bill will open on a browser of PDF viewer.
- Find and select the 'Print' command in your browser or PDF viewer to print the bill.

2. Can I see my up to date account balance on my AGNI Online Account?

Your AGNI Online Account only provides the ability to view your most recent bills. If you have since made a payment this is not automatically reflected on your balance however will be reflective on your next bill.

3. How to I view a bill online?

- Log in to your AGNI Online Account
- This will bring you to your account to 'Account Overview'
- All bills are sorted by recent first
- Click on 'View Bill Overview' to see to the billing summary details for that bill.

4. Can I download my billing data?

Bills can be downloaded in PDF format

Billing data can also be downloaded in Excel in summarized report for all meters billed in the month. This can be useful if you have more than one gas supply account.

5. Can I update my account details online?

You can update your email, password and your preferred contact via your AGNI Online account.

You can update these details via 'My Account' located at the top right-hand corner of the screen.

If you would like to update any other account details, please email info@airtricitygasni.com or contact our customer service team on 0345 900 5253

6. How do I change my email address?

You can update these details via 'My Account' located at the top right-hand corner of the screen.

7. How and when do I receive reminders that my recent bill is available?

You will be billed as per your normal billing schedule and once your bill has been made available on your AGNI Online Billing account you will receive an email informing you that your bill is ready.

8. Will I be able to view my bills online if I am no longer an active SSE Airtricity Gas customer?

If you are no longer an SSE Airtricity Gas NI customer your AGNI Online Account will remain open for 1 month after your account is deactivated. After 1 month your AGNI Online Account will be deleted and you will no longer be able to view your bills online. You can still contact us to request a paper copy of your bill or if you require a longer period of access to your Online Account, however this should be within the 1 month period as the account cannot be reactivated if deleted.

Should you become an SSE Airtricity Gas NI customer again in the future you will need to register again for an AGNI Online Account.

9. Is there a mobile app available to download?

We currently do not have a mobile app version of AGNI Online Account however this the account is compatible with mobile/tablet/desktop/laptop devices.