



Pay As You Go Meters



Customer Service
Code of Practice

This code of practice explains all you need to know about Pay as you go meters (Prepayment Meters).

This code can be made available on request in large print and also on audio cassette.

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How to contact us:-

By telephone – 0845 555 7 200

Calling a member of our customer contact team with details of your enquiry is probably the quickest and most convenient way. We will take full details of your enquiry or complaint and will strive to solve it straight away. If this is not possible, we will let you know what action we need to take to fully resolve the concerns you raise and we will keep you informed of our progress.

Our working hours are as follows:

Monday - Friday: 08:30 – 17:30

In writing:-

If you prefer to write to us with details of your enquiry, please address all correspondence to:

The Customer Services Team, Ecotricity, Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX

By e-mail:

Our e-mail address for general enquiries is home@ecotricity.co.uk.

Our website:

Complete the form on our website:

<https://www.ecotricity.co.uk/customer-service/contact-us>

By Fax:

If you prefer to fax your letter of complaint to us, our fax number is 01453 756 222, please address your letter to our 'The Customer Services Team'.

What you can expect from us

We promise that we will:-

- Ask the meter reader to obtain regular meter readings to help maintain the accuracy of our bills. We will also obtain a meter reading automatically each time you make a payment.
- Provide accurate and timely statements.
- Provide a prompt response to any enquiry you make.
- Be sympathetic if you are finding it difficult to pay.
- Provide help and guidance to assist in preventing debt and disconnection if you ask us.
- Offer you a way to repay your debt in manageable installments through your Pay as you go meter or Fuel Direct.
- Promote the efficient use of energy & offer free, impartial advice to help you reduce your usage.
- Treat you with fairness and courtesy at all times.
- Treat all personal and financial details you provide in confidence.

What you can do to help us maintain your account accurately:-

- Allow our meter readers access to your home, when required.
- Provide your own meter readings if you miss the meter reader or receive an estimated bill. You can do this online at www.ecotricity.co.uk, by phone to 0845 555 7 400 or by post.
- Contact us immediately on 0845 555 7 200 if you do not agree with a bill.
- Let us know as soon as possible if you think your meter is faulty.
- Contact us immediately on 0845 555 7 300 if you are having difficulty paying your for what you are using, so we can offer help and advice.
- If you are planning to move home call us on 0845 555 7 500.
- If you move into a new home where we are the supplier, please let us know as soon as possible so that we can set up an account for you 0845 555 7 100.
- Ensure we are advised of any change in your contact details.

Pay as you go meters (Prepayment Meters)

We do not encourage the use of Pay as you go meters as we believe the additional costs outweigh any benefits. However, we recognise that some customers may prefer to use Pay as you go meters as a method of paying for their electricity and we will therefore allow them to do so. We may also install a Pay as you go meter with or without your agreement as a method of reclaiming an outstanding debt.

Pay as you go meters are operated using a personal key or Smartcard, which can be bought or re-charged at a range of outlets including food stores and garages. Some of these are open 24 hours. In order to ensure you receive a continuous supply of electricity you will need to keep your key or smartcard topped up: we can provide you with a list of outlets in your local area. Please contact our customer service centre using the details on page 3.

A Pay as you go meter may be suitable for you if:

- you want to pay for your electricity as and when you use it
- you would find it easier to pay for your electricity in small amounts but more frequently
- you need to pay off a debt you have with us and there is no other suitable alternative

A pay as you go meter may not be suitable for you if:

- you cannot leave your house to buy cards or tokens or recharge your key
- you are disabled or chronically sick
- you are elderly and cannot easily buy meter cards or tokens or recharge your key
- you suffer from mental-health problems or have learning difficulties, or
- you would have to spend more on travelling to buy meter cards or tokens or recharging your key than you would do when travelling to get your normal shopping

Pay as you go meter charges:

- daily service charge - also known as fixed or standing charge. This includes the cost of the meter which is more expensive than a standard credit meter.
- Unit rate – this will cover the cost of the electricity you use and will also include an agreed weekly amount to repay an existing debt. All these charges will have VAT added on at the current rate.

If your electricity goes off and the meter is faulty and you tell your local network operator between 07.00am and 07.00pm from Monday to Friday, you will be visited within three hours. If you phone between 09.00am and 05.00pm at the weekend, you will be visited within four hours. This commitment will not apply if you are a new customer and you have not told us that you need a supply of electricity at your new address: if you are moving into a property with a Pay as you go meter we require 3 days notice to send you a key to make payment. However, even in these circumstances we will instruct a network operator to visit you as soon as we can.

Safety Net for Vulnerable Customers

If you can't pay your bill and you believe you are vulnerable, it is important that you contact us to let us know. We can then help you to manage both your debt and ongoing usage to protect you from disconnection.

To stop your supply from being disconnected it is important that you contact us:

- To agree a payment plan or join the fuel direct scheme if you are eligible
- If you are a tenant and your landlord should have paid the bill, but has not
- To tell us if you are going to be away from home for more than 1 month so that we can consider delaying your bill until your return
- To tell us that the account you've been asked to pay is in someone else's name

If we tell you that we plan to disconnect your energy supply you can contact Social Services, The Department of Work & Pensions or Consumer Focus for help.

Priority Services Register

We are committed to helping customers with special needs. We manage these support services with our Priority Services Register (PSR). Special needs customers (or someone acting on their behalf) can register with us, and let us know the customer details and special needs requirements. We also tell the local electricity distribution company that the customer has special needs. They need this information when doing meter readings and

maintenance. For further information and an application form see our web page <https://www.ecotricity.co.uk/customer-service/priority-services> or call our customer services team on 0845 555 7 200.

Standards of service

As part of our Supply License, we are legally obliged to meet guaranteed standards relating to billing, metering and customer enquiries.

All of our staff are carefully selected and given extensive training to help ensure that you receive the highest level of customer service. Our customer contact team are also rigorously monitored and retested on their competencies throughout each year, to enable us to deliver a consistent, high quality standard of service to our customers.

The industry's Guaranteed and Overall Standards of Service cover the activities of your local network operator. The network operating company owns the local distribution system, which we use to transport electricity from the National Grid to your home. Our industry regulator OFGEM (The Office of Gas and Electricity Markets) ensures that the network operators comply with these standards. Details of the required standards are shown here on Ofgem's site [Table of Guaranteed Standards](#)

What To Do If We Get It Wrong

We aim to provide the highest level of service at all times, but inevitably mistakes do happen. If we have made a mistake, or you are unhappy with any aspect of our service, please tell us and we will strive to put things right immediately: our full contact details are on page 3.

Full details of our complaints process can be found via our website from the customer services page <https://www.ecotricity.co.uk/customer-service/when-something-goes-wrong>, including a downloadable version of our complaint handling code of practice. Alternatively you can obtain a copy by calling our customer service team on 0845 555 7 200.