



**green
gas**

PAY AS YOU

GO

A simple guide to Gas Pay As You Go

ecotricity



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GO



A Pay As You Go meter lets you pay for your gas before you use it. You simply buy or ‘top-up’ your gas card with credit and insert it into your meter.

Having a Pay As You Go meter allows you to manage your gas use on a daily basis – and, if necessary, it can also help you to pay off any outstanding debt in affordable weekly amounts.

Our Ethical Pricing Policy puts all of our customers on our latest best price – no matter when they joined us.

Gas Pay As You Go meter



How and where to top up

It's easy to top-up your gas. Just take your card to your nearest Post Office, PayPoint or Payzone outlet. To find your nearest PayPoint outlet, please visit www.paypoint.co.uk/paypointlocator.

You can top-up in multiples of £1 – from a minimum of £1 up to £49.

Please only top-up using the card we give you. This makes sure your payments are allocated to your account. If you use a different card, your payments could go to the wrong supplier or be allocated to the wrong account. A new card also resets the meter to ensure you're not paying for a previous occupier's debt. Always run your credit down before using a new card as it can reset the credit on the meter as well as the debt.

From time to time we may ask you for information regarding your top-up receipts. For this reason we suggest you keep your receipts together in a safe place.



How to use your card

It's really easy to use your gas card. When you receive a new card from us, insert it into the meter and wait for a beep. Please do this before you buy any credit as your key carries important information that needs to be transferred to your meter. Once you've bought some credit, take your card home and insert it into your meter.

Look after your card

Once you've transferred credit onto the meter, remove your card and keep it in a safe place. Please don't leave your card in the meter because you may activate the emergency credit when you don't want it to. This could result in your gas turning off and no emergency credit being available (please see below).

If your card gets wet, damaged or lost please call us on **0345 555 7 400** and we'll arrange a replacement for you as soon as possible. You will be charged for a replacement card so please keep it safe. We'll send you a new one in the post – but it may take up to three working days to reach you.



Charges

Your Pay As You Go meter will charge you for the following:

1. A daily **standing charge** that covers costs such as meter reads and maintenance. This fixed amount is charged each day you're connected to the gas network and is collected daily from your meter credit – this is why it's important to keep your meter topped up with credit even if you're not using any gas.
2. A **unit rate** for each unit of gas you use.
3. **Weekly debt repayments** that we agree with you beforehand.

If you run out of credit – or are using 'emergency credit' (please see below) – the standing charge or debt repayment won't be collected. If this happens, the standing charge will be collected as a lump sum when you next top-up.

Emergency credit

If your meter runs out of credit your gas will switch off – for this reason we recommend you keep a £10 float on your meter at all times. For those rare times when it does happen, an emergency credit facility will allow you to borrow £5 to see you through until you can get to a top-up outlet to put some money on your card.

If you need emergency credit, just insert your card into the meter, press the meter display button and follow the instructions to activate your emergency credit. Once the emergency credit is activated, the meter will display an 'E'.

Using emergency credit regularly isn't recommended – it should only be used in an emergency.

Debt repayment or standing charges are NOT collected from emergency credit. So when you next top-up you'll need to top-up the amount of emergency credit used plus any outstanding debt or standing charges in order to get your meter back into credit (please see 'Charges' above and 'Collecting debt repayment' on page 4). If you don't top-up enough after using your emergency credit, your gas will remain off.

Collecting debt repayment

If you have a Pay As You Go meter installed to help you pay back an outstanding debt, it'll be collected from the credit on your meter.

If your debt repayment is £5 per week, each time you top-up the meter will take 70% of the payment until the whole £5 has been collected in that week. A debt repayment week runs from 2am on a Wednesday until 2am the following Wednesday. Here's how it works:

With a £10 top-up		With a £5 top-up	
Credit topped up	£10	Credit topped up	£5
Weekly debt repayment	£5	Weekly debt repayment	£5
Debt repayment percentage	70%	Debt repayment percentage	70%
Amount for debt repayment	£5	Amount for debt repayment	£3.50
Amount left for gas	£5	Amount left for gas	£1.50

If you're having difficulty paying your debt or keeping your meter in credit, please contact us as soon as possible and we'll discuss more options with you.

Meter displays

Your meter's digital screen can display a variety of information. You can access this by pressing and holding the red 'A' button until it beeps, then release the button and scroll through the different displays, as shown below, by pressing the 'A' button repeatedly.

Your meter displays your credit or debit balance at all other times.

Default Displays - Just press the 'A' button

Display 01	£13.82 ON	Credit balance
Display 02	£1.80 ON EmCr Available	Emergency credit available
Display 03	£0.00 OFF EmCr Used	Emergency credit used

Hold down the 'A' button until it beeps to see the following additional displays:

Display 00	Last Credit £10.00	Last amount of credit topped up on meter
Display 01	Last For Debt £2.00	Last amount paid towards debt
Display 02	Last For EmCr £2.00	Last value of emergency credit repaid
Display 03	Last For Gas £6.00	Last amount for gas
Display 04	Time 09:40	Current time on meter
Display 05-10	Tariff Cost 0.000	Cost per kWh
Display 11-15	Tariff Wid 12.56	No of kWh (per day)
Display 16	C. V 38.104	Calorific value in MJ per m ³
Display 17	Standing Charge £0.0000	Standing charge per day
Display 20	Billing Cycle 90	Number of days in billing cycle
Display 21	EmCr Thresh £2.00	Emergency credit threshold

Display 22	EmCr Limit £ 2.00	Limit of emergency credit that will be offered
Display 23	GAR 50%	Gas allocation rate - percentage of credit for gas

Insert your card to see these following displays:

Display 24	GD Rec Rate 20%	Gas debt recovery rate - amount for debt
Display 25	GD Week Min £ 0.000	Weekly minimum collected for gas debt
Display 26	GD Week Max £ 2.00	Weekly maximum collected for gas
Display 27	GD Remaining £12.55	Gas debt remaining
Display 28	NGD Rec Rate 0%	Non gas debt recovery rate
Display 29	NGD Week Min £0.00	Weekly minimum collected for non gas debt
Display 30	NGD Week Max £ 0.00	Weekly maximum collected for non gas debt
Display 31	NGD Remaining £ 0.00	Non gas debt remaining

What if my gas supply turns off?

If your gas supply turns off please check a few things before contacting us.

First, check the meter display – if it says 'ON' and there's credit on the meter but no gas appliances are working, contact us on **0345 555 7 400** or, if we're closed, call National Grid on **0845 606 6766**.

If the meter display is 'OFF' – and you've recently topped up the meter – the safety valve may need to be opened. This is because the valve closes for safety reasons when your meter runs out of credit. After you've topped up your card, follow these steps to get your supply working:

1. Ensure all your gas appliances are switched off
2. Insert your card into the meter
3. Press and hold the red button 'A'.

You should hear a beep and the safety valve will open. The meter displays will change to 'ON' and your gas supply will come back on.

If you smell gas:

- Switch the gas meter off by turning the emergency control valve vertically – if you're unsure how to do this call the National Gas Emergency Service on **0800 111 999** 24 hours a day
- Open all windows and doors and keep them open until the leak is repaired
- Call the National Gas Emergency Service on **0800 111 999** 24 hours a day
- Don't smoke or use electrical switches, matches or naked flames
- Make sure someone is available to provide access to the property when the emergency engineer arrives
- Call the Fire Service on **999** if fire breaks out.

Having problems?

If you've put money onto your card but your meter won't accept it, try cleaning the card with a dry cloth and re-inserting it into the meter.

If there's an error message on your meter, please follow the advice below, or call us on **0345 555 7 400** between 8.30am and 8pm (Monday to Friday), 9am-5pm (Saturday).

Outside of these hours, you'll need to call National Grid on **0845 606 6766** – they should be able to help you until our offices re-open.

Display	What this means	What you need to do
Call help	A general meter fault has occurred.	Please contact us - we need to arrange for an engineer to visit you.
Card fail	There may be dust on the card, or you've put your card in the meter slot the wrong way round.	Clean the card with a dry cloth and try again. Check you are putting the card in the right way round. If you continue to get this message please give us a call.
Card not accepted	The card isn't accepted by your meter.	Make sure that you're using the correct card and that it's clean, then try again.
Blank display		Press the red button 'A' to re-activate the display. If this doesn't work, you'll need to give us a call so we can get someone out to check your meter.
Battery low	Your battery is running low and will soon need to be replaced.	Please call us. We will be able to arrange a convenient time for an engineer to call and replace the battery.
Dashes appear on the screen	Your meter has developed a fault.	Please contact us - we need to arrange for an engineer to visit you to fix or replace the meter.
Please wait	The meter is having trouble reading the card.	Remove the card and wait 2-3 minutes to re-insert.

Frequently asked questions

What happens if I move out?

It's important that you tell us you're moving so you only pay for the gas you use – when you contact us you'll need to provide us with:

- Your move out date
- A meter reading
- Your new address

We can check to see if we already supply your new property. If we do, we can set up an account for you - if we don't and you'd like us to, we can arrange everything for you.

Please leave your gas card at the meter for the new occupier to use until they receive a new card.

Final bill

If you move home we'll produce a final bill for you. If you still have a debt to repay, we can discuss a payment plan or supply your gas at your new property where you'll be able to repay the debt via your new Pay As You Go meter.

Moving in?

Please get in touch on the day you move in and provide us with the following information to avoid paying for any gas used by the previous occupier:

- Your name
- Your contact details
- Your moving in date
- A meter reading for the moving in date

If there's already a gas card at the property please use it until we send you a new one. Once you receive your new gas card please dispose of the old card. Using multiple cards may cause a meter fault and leave you without gas.

Your new card carries important information that needs to be transferred to your meter so please remember to insert it into the meter for 30 seconds before you buy any credit.

Thinking of asking for a credit meter?

We'll happily discuss exchanging your meter with you but there will be a charge for a meter exchange. Other conditions may also apply. Please contact our Customer Services team for more information on **0345 555 7 400**.

What shall I do when I go on holiday?

If your credit runs out when you're away, your gas will go off and there may not be anyone at home to start the emergency credit.

You should therefore always top your meter up before you go as you may still use gas whilst you're away, and any existing debt or standing charge will continue to be deducted from your meter's credit daily.

What's the best way to plan for winter?

If you don't use any gas over the summer remember to keep your meter topped up to cover your daily standing charge, this means you won't have to pay off a large build up of standing charge before you can use your gas again in the winter.

Darker and colder winter months mean you'll use more gas. Some of our customers keep their meter topped-up more than they need to during the summer and make regular over payments. This builds up a decent sized credit on their meter which helps see them through the winter months. Some of them even build up enough credit to take December off ;)

How do I read my meter?

Reading your meter is easy, but you may need to identify which Pay As You Go meter you have from the following:

1. If you have a meter with a window above the LCD display, this will show your meter reading.
2. If you have a meter with two LCD displays next to each other – the one with the meter reading is on the left.
3. If you have a white Quantum meter with a single LCD display, the meter reading is obtained by pressing the red display button on the front of the meter. This display should say 'meter index'.

Protect yourself from fraud

If someone offers to sell you credit for your meter please don't buy it - it's a scam. Only buy credit for your meter from official outlets, such as the Post Office, PayPoint or Payzone – or you could end up paying twice.

If you know anyone who is selling meter top-ups illegally you can contact Crimestoppers anonymously on **0800 555 111**.

Useful contacts

- Ecotricity Customer Services team – **0345 555 7 400**
- Citizens Advice – **03454 04 05 06**
- National Debt Line – **0808 808 4000**
- Consumer Credit Counselling Service – **0800 138 1111**
- Your local distribution company – please check your statement or look in the telephone directory.