



**green  
electricity**

PAY AS YOU

**GO**

A simple guide to Electricity Pay As You Go

**ecotricity**



# PAY AS YOU GO

# GO



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

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

Our Ethical Pricing Policy puts all of our customers on the same price – no matter when they joined us or how they pay. We won’t charge our customers a different tariff for having a Pay As You Go electricity meter.

## Electricity Pay As You Go meter



## How and where to top up

It's easy to top-up your electricity - just take your electricity meter key to your nearest Post Office, PayPoint or Payzone outlet. To find your nearest PayPoint outlet, please visit [www.paypoint.co.uk/paypointlocator](http://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 key we give you. This makes sure your payments are allocated to your account. If you use a different key, your payments could go to the wrong supplier or be allocated to the wrong account. A new key also resets the meter to ensure you're not paying for a previous occupier's debt.

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



## How to use your key

It's really easy to use your electricity meter key. When you receive a new key 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 electricity key home and insert it into your meter. The meter display will say 'Token Accepted' and the credit will show on your meter.

## Look after your key

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

If your key 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 key, so please keep it safe.

Instead of posting a key to you, we may arrange for you to collect one from your nearest top-up outlet. We'll give you a unique reference number for this and will tell you which shop to visit to collect your key.

If we can't do this, for any reason, we'll send you a new key in the post – but this 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 electricity 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 electricity.
2. A **unit rate** for each unit of electricity you use.
3. **Weekly debt repayments** that we agree with you beforehand and are taken on a daily basis.

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 and debt repayment will be collected as a lump sum when you next top-up.

## Emergency credit

If your meter runs out of credit your electricity 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 allows you to borrow £5 to see you through until you can get to a top-up outlet to purchase more credit.

If you need emergency credit, just insert your key 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 repayments 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 to get your meter back into credit (please see 'Charges' on page 3 and 'Collecting debt repayment' below). Display B will show you how much to top-up to clear what's owed. If you don't top-up enough after using your emergency credit, your electricity will remain off.

## Collecting debt repayment

If you've had a Pay As You Go meter installed to help you pay an outstanding debt, it will be collected from the credit on your meter. Debt repayment is collected daily and once the debt has been paid back in full the meter automatically stops collecting.

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

## Meter displays

Your meter will display the amount of credit or debit at all times. The digital screen will also display additional information that you can access by pressing the button on the front of your meter. Press it repeatedly to scroll through the displays below:

<b>Display A</b>	£005.00 Debt £005.00 £005.00 E	Default display - credit/debt £ Normal credit expired Emergency credit when activated will auto cycle between the emergency credit remaining and token charge display Emergency credit expired
<b>Display B</b>	Charge £006.00	Token charge display. Minimum credit required to reset the emergency credit
<b>Display C</b>	09:45	Time (GMT) & current rate (only displayed if meter is 2 rate)
<b>Display D</b>	24 11:05	Date & current rate (only displayed if meter is 2 rate)
<b>Display E</b>	Total Accepted £00010	Total credit accepted
<b>Display F</b>	Charge / Week £000.36	Weekly charge (standing charge plus any debt repayment)
<b>Display G</b>	Total 00000.00 kWh	Total energy consumed on all rates
<b>Display H</b>	00000.00 kWh - Rate1	Rate 1 kWh register
<b>Display I</b>	Pence per kWh - Rate 1 008.38	Rate 1 cost per kWh
<b>Display J</b>	00000.00 kWh - Rate 2	Rate 2 kWh register (only displayed if meter is 2 rate)
<b>Display K</b>	Pence per kWh Rate 2 - 003.30	Rate 2 cost per kWh (only displayed if meter is 2 rate)
<b>Display Test</b>	-	To show all segments of the display

### Additional displays when your key is in the meter:

<b>Display R</b>	E = £5.00	Emergency credit rating display
<b>Display S</b>	Total Debt £000.00	Total debt display
<b>Display T</b>	Debt Charge / Week - £000.00	Weekly debt repayment display

## What if my electricity supply turns off?

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

First check to see if the initial screen on your meter says 'DEBT'. If it does your meter has run out of credit. If you haven't used your emergency credit you can activate it by inserting your key and pressing the activation button (please see 'Emergency credit' on page 3).

If you've already used your emergency credit, you'll need to top-up by £1 more than the debt amount on your meter. Display B will show you how much to top-up to clear what's owed.

If your electricity is off, but your meter is in credit, check your fuse box and make sure all trip switches say 'ON'. If they're all on, but the problem continues, please contact us by calling **0345 555 7 400** as there may be a fault with your meter.

If no screens or displays are showing on your meter when you press the button, there could be a power cut in your area – double check with your neighbours as they may be affected too. If there's a power cut, please call your local distribution company for further information – you'll find their number on your statement or in the telephone directory.

## Having problems?

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

If an error message is showing on your meter display, please follow the advice below, or you can call us on **0345 555 7 400** between 8.30am and 8pm (Monday to Friday), 9am-5pm (Saturday) for more help.

Outside of our working hours you'll need to call your local distribution company – you'll find their number on your statement or in the telephone directory. They should be able to help you until our offices re-open.

Display	What this means	What you need to do
<b>Blank Screen</b>		Insert your key into the meter and hold the blue button down. If this doesn't fix the problem, call us on <b>0345 555 7 400</b> and we'll get someone out to you.
<b>Error 6</b>	You may be using an old key.	Check to make sure you're using the most recent key from us. If you are, please call us on <b>0345 555 7 400</b> and we'll give you an eight digit number and explain how to re-programme your key. Please have a pen and paper handy when you call.
<b>Any error number from 11 to 44</b>	The meter serial number on your key doesn't match your meter.	Please call us on <b>0345 555 7 400</b> and we'll arrange to send you a new key.
<b>RESET, token no or Errors 1, 2 or 3, 50 or 99</b>	There is a fault with the meter.	Please call us on <b>0345 555 7 400</b> to arrange for someone to come and fix or replace the meter.
<b>Error A4/B4/D4</b>	The meter serial number on your key doesn't match your meter.	Please call us on <b>0345 555 7 400</b> and we'll give you an eight digit number and explain how to re-programme your key. Please have a pen and paper handy when you call.

## Frequently asked questions

### What happens if I move?

It's important that you tell us you're moving so you only pay for the electricity you use. When you contact us, you'll need to provide us with:

- Your moving 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 the key for your electricity meter at the property for the next owner or tenant to use.

### 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 electricity 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 electricity used by the previous occupier:

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

If there's already an electricity meter key at the property, it's OK for you to use it. If there isn't, we can arrange to get you a new one as quickly as possible.

Instead of sending you a key in the post, we may arrange for you to collect it from your local top-up outlet. We'll give you a unique reference number and this will be programmed onto the key when you go to your local outlet - this will make the key yours.

If we're unable to arrange this for you we'll send you a new key in the post. This may take up to three working days to reach you.

When you receive a new key from us, please remember to insert it into the meter and wait until you hear a beep before you buy any credit as your key carries important information that needs to be transferred to your meter.

### Thinking of asking for a credit meter?

We'll happily discuss exchanging your meter 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 electricity 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 appliances like your fridge and freezer still use electricity when 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?**

Darker and colder winter months mean you'll use more electricity. 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 to 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. Simply scroll through the meter displays by pressing the blue button repeatedly until you reach the screen with the meter reading:

Standard – Displays G & H

Economy 7 – Displays G, H & J

## **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 - **08454 04 05 06**
- Citizens Advice Scotland – **0808 800 9060**
- Advice UK – **0207 408 4070**
- National Debt Line – **0808 808 4000**
- Scottish Debt Line – **0800 138 3328**
- Step Change Debt Charity – **0800 138 1111**
- Your local distribution company – please check your statement or look in the telephone directory.

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