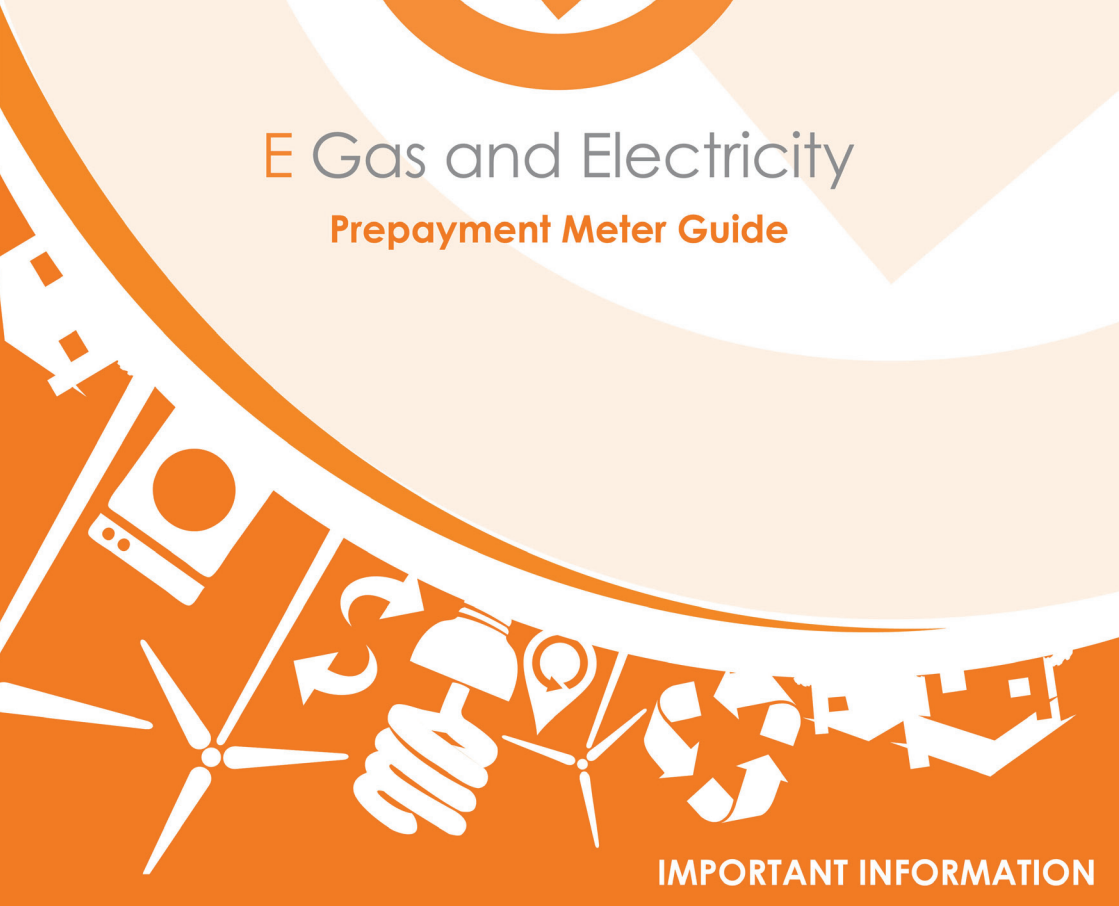




# E Gas and Electricity

## Prepayment Meter Guide



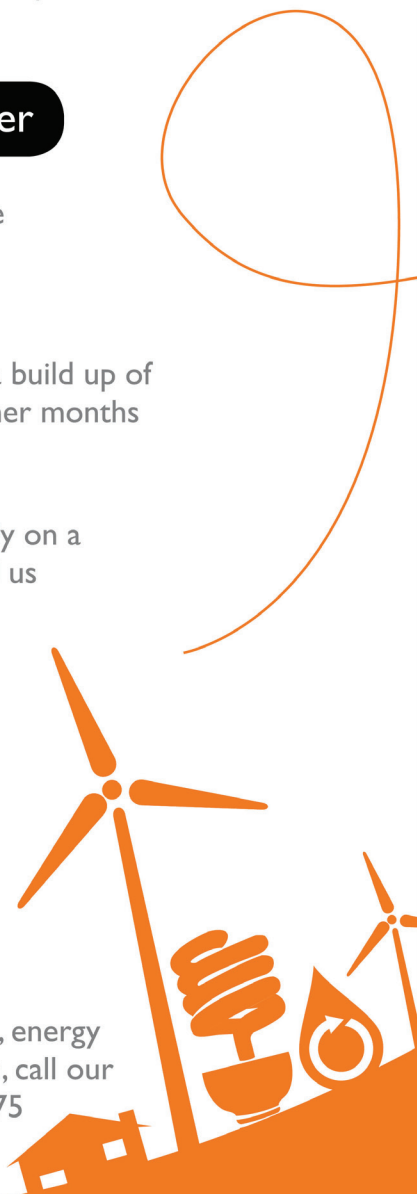
IMPORTANT INFORMATION

# Gas and Electricity Prepayment Guide

With a prepayment meter, you pay for your energy before you use it. You top-up with a key or card at a local PayPoint, Payzone or Post Office and add this to the meter to use.

## Top tips for your prepayment meter

1. Keep your top-up key/card in a safe place
2. Only use your **E (Gas and Electricity)** key/card to benefit from our tariff
3. Remember to top-up regularly to avoid a build up of standing charges, even through the summer months
4. Keep hold of your top-up receipts
5. Check your meter is functioning correctly on a regular basis. If you notice a problem, call us
6. Have a pen and paper ready if you need to contact us
7. If you need to call us about your meter, be by your meter
8. Only use your emergency credit in an emergency
9. If you have a question, try our website first [www.e.org](http://www.e.org)
10. Upgrade to a Smart meter and save time, energy and money. To book your free installation, call our Customer Service Team on 0333 103 9575



# Getting started

When you switch to E, we will send you a key to top-up your electricity meter and a card to top-up your gas meter.



## Before you top-up

You will need to start by registering your electricity key or gas card. Simply insert them into the relevant meter for 60 seconds until you hear a beep or see a message on the screen. Your key or card will now be registered.

Now you're ready to top-up!



## Important

If you do not leave the key or card in the meter for the full 60 seconds, they may not register successfully. Please only use the key or card provided by E.



# Topping-up & crediting your meter

## Where?

You can take your electricity key or gas card to a **Post Office** or any outlet displaying the **PayPoint** or **Payzone** symbol.



## How much can you top-up?

The minimum top-up you will be able to make is £1 and you can only top-up in whole pounds up to a maximum of £49 per transaction.

Simply tell the shop assistant how much you'd like to top-up and they will credit your key or card once you have paid and provide you with a receipt.

## Crediting your meter

When you are back home, insert your key or card into the relevant meter to add the credit you have purchased.

If you are topping-up your gas meter after running out of credit, you may receive a safety message prompting you to check all gas appliances are switched off. Once confirmed, press and hold red button 'A'. Your gas supply will then be restored.



## Important

We recommend you keep your receipts each time you top-up as we may need information from them to help with any top-up queries.



# Emergency credit

Sometimes things don't go to plan and we know there are times when you just can't leave the house. If you run out of credit and cannot go out to top-up, you can access your emergency credit to tide you over by following these simple steps;



## Electricity meter

- Insert your key into the meter
- Press the blue button to accept emergency credit (available when credit is below £1)



## Gas meter

- Insert your card into the meter
- Make sure all gas appliances are turned off
- When the screen prompts, press red button 'A' (available when credit is below £2)

## Important

Any emergency credit used will need to be repaid in full the next time you top-up.

# Struggling to pay?

If you are struggling to pay and believe your supply may be affected, there may be ways we can help. Please contact us as soon as possible so we can discuss your individual circumstances to see how we can best help.

Call our mobile friendly, UK based Customer Service Team on 0333 103 9575 Monday to Friday 8am – 7pm or Saturday 9am – 5pm.

## Smell gas?

If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services on 0800 111 999.

## Power cut or emergency medical equipment?

If you have a power cut or are reliant on electrical medical equipment and have lost power outside of our opening hours, please call 105.

## Energy efficiency

We all know we could do more around the home to save energy, but where to start? For energy efficiency advice, please visit our website [www.e.org](http://www.e.org).

# Misplaced your key or card?

**Don't worry, it's easily done.**

Call us on **0333 103 9575** or email us at [Customer.Service@e.org](mailto:Customer.Service@e.org) and we will arrange to have a replacement posted out to you as soon as possible.

### Important

There may be a small charge for a replacement card.