



Gas

Your Pay As You Go
meter guide



sse

Southern Electric
Scottish Hydro
SWALEC
Atlantic

Welcome

With Pay As You Go you pay for your energy in advance. It puts you in control of your costs. Sticking to a budget is easy because you'll see how much gas you're using and how much it costs.

- 1 Before you start
- 2 Topping-up
- 3 Emergency credit
- 4 What your meter can tell you
- 5 Paying back a debt
- 6 What to do if your meter isn't working
- 7 Frequently asked questions
- 8 If we need to visit you to fix a problem
- 9 Moving home
- 10 How to contact us

1 Before you start.

Register your card

Before you top-up for the first time, put your new card into the meter and wait for it to show 'card accepted, £0.00 on card' on the display screen.

Buy credit

Take your card to a PayPoint outlet or Post Office branch to top it up with credit. You can top-up between £1 and £49 in one go.

Put your card into the meter

When you get home, put the card into your meter and press the red 'A' button to put the credit on your meter.

2 Topping-up.

Where

You can top-up wherever you see the PayPoint sign, or at any Post Office branch. Find your nearest PayPoint shop at [paypoint.com](https://www.paypoint.com) and your nearest Post Office branch at [postoffice.co.uk](https://www.postoffice.co.uk). Or you can call us on **0345 026 7039**.

When

It's important you keep your meter topped-up weekly. You'll need to pay for the gas you use and any charges – like standing charge or debt payments. You can also build up a credit over the summer when you might use less gas - it will help with costs during the winter.

How

Once you've bought credit, put the card into your meter and the money will transfer. If there are any arrears, they'll be paid out of the credit.

Only use the card we've given you.

If you use an old suppliers card it could cause problems with your meter and payments.

3

Emergency credit.

What is it?

If you're low on credit and can't get to a shop to top-up — don't panic. We'll lend you emergency credit to keep your gas on. It'll be there if your credit goes below £2.

To use it, put your card into the meter and if it's available, you'll be offered the emergency credit. Just press the red button 'A' to use it.

How much do I get?

You can check how much emergency credit you get by going to screen 22 on your meter. (See page 5)

And does it cost anything?

Don't worry there are no extra costs. But, the emergency credit won't pay for any standing charge and debt payments — these will need to be paid back when you next top-up.

Of course, you'll also need to pay back the emergency credit you've used. Check the 'owed' screen to find out how much you need to pay back to cover all of these.

If you don't buy enough credit to pay for what you owe, your meter will still leave you with at least 30% of your top-up to use for gas.

4

What your meter can tell you.

To look at the screens, press the red button 'A'.

The first screen shows your credit.

The second screen shows how much you owe for any emergency credit you've used, debt and standing charge. This is the 'owed' screen.

Press and hold red button 'A' to get to the screens below. To cycle through the screens keep pressing the button.

These are the important screens, but your meter will have lots more.

00

The amount you last topped-up.

01

The amount of money that was taken from your last top-up to pay towards your debt.

02

The amount that was taken from your last top-up to pay back any emergency credit used.

03

The amount of money from your last top-up that went on to your meter as credit for you to use.

09

Your tariff's price per unit.

10

Your tariff's price per unit.

16

The calorific value which is used to work out how much gas you've used.

22

The amount of emergency credit that you'll get.

25

The minimum weekly payment towards the amount you owe us.

26

The maximum weekly payment towards the amount you owe us

27

The total amount you owe us that you're paying back through the meter.

5 Paying back a debt.

How does it work?

Your meter will try to take the full weekly debt payment from the first top-up you put onto the meter after 2am on a Wednesday morning.

If you haven't bought enough credit, the meter will take 70% of your top-up as payment towards the debt and you'll be able to use what's left for gas.



The meter will carry on doing this until you've paid back everything from the 'owed' screen. Because you pay for your debt when you top-up, you should top-up every week so you don't miss a payment.

The meter will stop taking debt payments when you've paid back what you owe.

What happens if you miss a payment?

If you miss a payment you'll still need to pay it. The owed screen will show you how much credit you need to buy to catch up on your payments. If you don't a debt will build up on your meter and your supply could stop.

To get your gas back on, you'll need to top-up your meter. Remember if you haven't paid back all of what you owe, your meter will leave you with 30% of your top-up to use for gas.



If your circumstances change and you can't afford your payments, please call us on **0345 026 7039** – we're here to help.

6

What to do if your meter isn't working.

We know it's worrying when your meter stops working, but sometimes it's easy to fix.

Below are the most common problems. If the fault with your meter is not listed here or you're still having problems – make a note of the error message, your meter serial number (it's on the meter by the barcode), and call us on **0345 026 7039**.

Your card is not recognised by the meter or your top-up won't go on the meter

Wipe the card with a soft dry cloth and try again. If this doesn't work, please call us.

Displaying 'Off' without credit

Press the red button 'A'.

If you've run out of credit, your meter will show you how much you need to pay back.

Displaying 'Off' with credit

Insert your card and press and hold the red button 'A'. As a safety feature, your meter may ask you to check your gas appliances are switched off if the valve has been closed. This normally happens when you run out of credit.

Displaying 'On'

If you don't have any gas supply but you've got credit and the meter screen says 'on', turn off all your gas appliances. Then call the National Gas Emergencies number on **0800 111 999**.

For any of the errors below

Please call us on **0345 026 7039**.

Battery fail

Battery low

Call help

- - - - (5 dashes)

M*****

Pass

7

Frequently asked questions.

What charges do I pay through my meter?

Your meter will use your credit for the energy you use, standing charge and debt payments (if you have any).

What happens if I go away?

If you're not going to be at home for a while, you'll need to check you've got enough credit on the meter to last until you get back. Even if you've switched off all your appliances, your meter may still collect charges.

These charges could be a daily standing charge, and if you're paying back a debt through your meter, it'll collect these payments too. Your meter can only take these if you keep your meter topped-up and we recommend topping-up weekly.

What if I lose my card?

If you lose your card, don't try to use anyone else's because it won't work in your meter. **Call us on 0345 026 7039** and we'll be able to tell you where you can pick up a new card and what you need to do.

What if the meter isn't suitable for me anymore?

If something's changed and you're struggling to top-up your meter, please call us so we can help.

What happens if I want to switch supplier but I'm paying back a debt?

You can switch to another supplier, even if you've got a debt of up to £500 on your meter. Call your chosen supplier and they'll tell you what to do.

Note: Terms and conditions apply.

8

If there's a problem and your supply stops

we'll aim to get to you:

- Within **three hours on a working day** (Monday to Friday), if you tell us between 8am and 8pm.
- Within **four hours on weekends** or bank holidays, if you tell us between 9am and 5pm.
- **The following day**, if you contact us outside of these times.

And if we don't get to you within these times, we'll pay you £30 as part of our **Guaranteed Standards**.

You need to tell us if your meter stops charging you for gas. You'll have to pay for any gas you use while the meter is faulty, so the sooner you tell us, the sooner we can come and fix it.



You can find more information about your Pay As You Go meter at [sse.co.uk/paygo](https://www.sse.co.uk/paygo).

You'll also find a statement about your meter with the **advantages and disadvantages**. Or, you can call us for a free copy.

9

Moving home.

Before you move

You can call us up to 30 days before to let us know when you'll be moving out, call us on **0345 078 3213**.

On the day of the move

Write down your meter reading — include all the digits from left to right. Remember to make a note of your moving date.

After your move

Give us a call on **0345 078 3213** and tell us your meter readings and your forwarding address - just in case we need to get in touch.

Don't forget your reading

To get your reading on a gas meter, press the red button 'A' three times. If you don't have this screen, you'll have dials above or below your meter.

For your records

Meter reading

--	--	--	--	--	--	--

Date

		/			/		
--	--	---	--	--	---	--	--

[sse.co.uk/paygo](https://www.sse.co.uk/paygo)

Visit our website where you can find more information and answers to frequently asked questions.

Email

customerservice@sse.co.uk

Pay As You Go meter enquiries

0345 026 7039	Gas
0345 026 7038	Electricity
0345 078 3213	Moving home

Open 8am to 8pm Monday to Friday
and 8am to 2pm on Saturday.

Gas escape

0800 111 999

Call this 24 hour emergency helpline if you smell gas. You can also use this number to report a gas escape or dangerous situation.

Electricity power cuts

105

To report a power cut or dangerous situation. Or call your local electricity distribution company. Their numbers are on [sse.co.uk](https://www.sse.co.uk), search 'emergency'.

How to use your energy efficiently

0800 072 7201

Search for 'energy efficiency' on our website for useful ways to cut your energy costs. Or you can call our Energyline for advice on using your energy efficiently.

Careline

0800 622 838

Information about services for customers with individual needs, such as the elderly, disabled, or chronically sick.

Textline

0345 026 7023

Text telephone users can contact us on our Textline number.

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