



## Pay As You Go Meter Statement

### A Pay As You Go meter (or Prepayment meter)

A meter that lets you pay for your electricity and gas in advance. You can buy credit at hundreds of Post Office branches or PayPoint outlets. Use the credit to top-up your meter and use it for your energy, any standing charges, and paying back any money you might owe.

There are no quarterly bills to pay. It's a simple, easy way to budget for your energy.

## What you'll find in this guide

- Getting a Pay As You Go meter
- Using your Pay As You Go meter
- Updating your meter
- What to do if there's a problem
- Moving home
- Removing your Pay As You Go meter
- Useful information

## Notes

### Suitability

As a responsible energy supplier we want to be sure that a Pay As You Go meter is suitable for you. It's important that you tell us about your situation.

If you have a debt, we'll ask you some questions to make sure that you can afford the repayments. We'll also check that you're able to easily buy top-ups from the shops without assistance. If you are concerned about safety, we may be able to move the meter to a new location.

If you're worried, or if your circumstances change so that it's difficult to top-up your meter, you can call us on our meter enquiries number to have a chat.

### Green deal

If you have a Green Deal agreement at your property, the charges for it will be collected weekly through your Pay As You Go meter. The amount collected is determined by the Green Deal Provider.

If you have any queries about your Green Deal or for impartial advice then talk to Energy Savings Advice Service if you're in England or Wales on 0300 123 1234, or Home Energy Scotland on 0808 808 2282 if you're in Scotland. You can also visit [gov.uk/greendeal](http://gov.uk/greendeal).

## How to get in contact

### [sse.co.uk/paygo](http://sse.co.uk/paygo)

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

### Pay As You Go meter enquiries

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

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

### Electricity power cuts

To report a power cut or dangerous situation, call 105 to speak to your local electricity distribution company.

### Gas escape

0800 111 999

Call the 24 hour emergency helpline if you smell gas, to report a gas escape, or dangerous situation.

### Using your energy efficiently

Search for 'energy efficiency' on our website.

Or you can call our Energyline on 0800 072 7201 for advice on using energy efficiently.

### Careline

0800 622 838

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

### Textline

0800 622 839

Text telephone users can contact us on our Textline number.

### Purchasing credit for your meter

To find the most convenient Post Office or PayPoint shop to buy a top-up for your meter, visit [postoffice.co.uk](http://postoffice.co.uk) or [paypoint.com](http://paypoint.com)

# Getting a Pay As You Go meter

## Advantages of a Pay As You Go meter

- ➔ You're in control of your spending. You pay for your energy as you use it, so it's easy to set a budget and stick to it.
- ➔ The meter has an emergency credit function. You can use it if your credit has run out giving you a little peace of mind until you get the chance to top-up again. Just remember you need to pay back what you've used in full when you next top-up.
- ➔ A dedicated team to help you with any questions you might have about your meter.
- ➔ In the summer months, you can buy more credit than you need each week to save up. This means you don't have to struggle in the colder winter months as you can use what you've saved up to help with the extra cost.
- ➔ Unlike a credit meter, you can transfer a debt of up to £500 per fuel to another supplier (subject to conditions), so you can shop around for the energy deals available to you. It's called the Debt Assignment Protocol<sup>Note</sup>.
- ➔ All energy suppliers are subject to a price cap on their Pay As You Go prices until the end of 2020. The price cap doesn't guarantee the cheapest prices overall, and you may be better off on a different tariff.
- ➔ If your meter develops a fault and your supply stops, we'll have an engineer with you from the time you report the fault to us:
  - Within three hours if you tell us between 8am and 8pm on a working day (Monday to Friday).
  - Within four hours if you tell us between 9am and 5pm on a weekend or bank holiday.
  - The following day if you contact us outside the above times.
- ➔ If you have a debt, you can use a Pay As You Go meter to pay it off over a period of time. We'll make sure your weekly payment is affordable.
- ➔ We're here to help if anything has changed and you want to talk about how you're paying back a debt. We'll look at what you can afford and could lower your weekly payment if you're struggling. Or if you want, we can talk about how you can pay back your debt quicker.
- ➔ We'll send you an annual statement.

## Disadvantages of a Pay As You Go meter

- ➔ You have to keep your meter topped-up with credit or your energy supply will stop. However, you do have a limited emergency credit option that has to be paid back when you next top-up.
- ➔ You have to buy top-ups at a shop. Get to know the opening times of your local PayPoint and Post Offices where you can top-up.
- ➔ You can't pay by Direct Debit and get the discounts available to some credit meter customers.
- ➔ Your meter collects a daily standing charge and any debt repayments. You must keep enough credit on your meter to pay for it, especially if you're away or not using much energy in the summer. Your supply will stop if there's not enough credit.
- ➔ If your payment key or card is lost or stops working, we won't normally charge you for a replacement. But if we have to make a special delivery or call out, you might have to pay for this.
- ➔ SSE has only one tariff available to Pay As You Go meter customers. Cheaper tariffs may be available for customers with a credit meter.

Note. Find out more about switching supplier with a debt on your Pay As You Go meter by visiting [sse.co.uk/paygo](https://www.sse.co.uk/paygo) or calling us.

## Installing your meter

Just give us a call and we'll check to see if a Pay As You Go meter is suitable for you. If it is and you want to go ahead, we'll book a time for an engineer to visit you.

- ➔ We'll arrange for your new electricity top up key or gas payment card to be sent to you.
- ➔ We'll send you a booklet that shows you how to use your meter.
- ➔ The fitting of the meter takes less than an hour. Your supply will be off for just a short time.

Once your meter has been installed, the engineer will put a small credit on the meter so you'll have a supply. This will have to be paid back.

We recommend you go and buy a top-up straight away so that you stay on supply. A top-up can be bought at hundreds of Post Offices, service stations and shops displaying the PayPoint sign.



You can find the most convenient place to top up by visiting [postoffice.co.uk](https://www.postoffice.co.uk) or [paypoint.com](https://www.paypoint.com)  
Or you can call us on **0345 026 7038**.

# Using your Pay As You Go meter

## How to use your meter

### 1 Register your key or card with the meter

The very first thing you need to do is register your electricity key or gas payment card with your meter. If you don't, you won't be able to top-up the meter. All you need to do is insert your new key or card into the meter for at least 30 seconds. If you get an error message, don't buy any credit, call us on our Pay As You Go meter enquiries number on page 2.

**Important:** Only use the key or card we've given you. If you use an old suppliers key or card it could cause problems with your meter and payments.

### 3 How to top-up your meter

To put your credit onto your meter, just insert your key or card and wait for the screen to show your new top-up. Just make sure the arrow on your electricity key is pointing upwards. For gas meters you'll have to push the red 'A' button as well.

You can find the most convenient place to top up by visiting:

→ [postoffice.co.uk](https://www.postoffice.co.uk)

→ [paypoint.com](https://www.paypoint.com)

Or you can call us on **0345 026 7038**.

### 2 Where to buy top-ups

You can buy credit for your meter wherever you see the PayPoint logo or at Post Offices. Lots of local shops and service stations have PayPoint.

You can only buy credit in whole pounds. You can top up to a maximum of £49 for gas and £99 for electricity in one go.

**Important:** Never buy top-ups from someone at the door. Fraudsters have been illegally selling top-ups, often at half price. See page 6 for more information.

### 4 What happens when you add credit to your meter

When you top-up your meter it'll check if you owe any standing charge or debt payments. If you do, it'll take these off your credit and leave the rest for you to use. Your Pay As Go meter will also automatically take the standing charge each day.

Sometimes your top-up doesn't cover all these charges:

→ For electricity meters: check screen 'B' to see how much you need to top-up to stay on supply.

→ For gas meters: the meter will put 30% of your top-up on to your meter as credit for you to use straight away. The remaining amount that you owe will be taken when you next top-up or on a Wednesday at 2am, whichever comes first.

### Buying illegal top-ups

You should only buy top-ups for your meter at Post Offices or PayPoint outlets. Fraudsters have been illegally selling top-ups, often at half price. If you should buy an illegally sold top-up the money you paid goes directly to the fraudster rather than to us.

For example - if you bought a £50 gas top-up at the door for £25, you'll use £50 of gas we've supplied but you've never paid us for it; the money has gone to the fraudster. We will detect this kind of activity and we'll expect you to pay for the full cost of the energy you've used. In this example you'll have paid £25 to the fraudster, and then owe a further £50 to us.

### Emergency credit

If you're low on credit and you can't get to a shop to buy a top-up, don't panic. We'll lend you an emergency credit to keep the supply on. This is only a small amount so top-up again when you can. Your meter will tell you how much emergency credit you have available when you use it. Or you can call us on our enquiries number on page 2 to find out how much you'll get.

- ➔ You can only use the emergency credit once the credit balance on your electricity meter is 50p or less, or £2 or less for gas.
- ➔ For electricity just insert your key into the meter. For gas, insert your card and the meter will offer you the emergency credit. Just press the red button 'A' to accept it.
- ➔ Top-up your meter as soon as you can so that you won't lose your supply. Remember you have to buy enough credit to pay back what you've used, plus any standing charge, debt repayment and credit to keep your supply on.

### Additional credit

If your emergency credit runs out please top up as soon as possible. If you can't, we may be able to offer further support. The easiest way to get in touch is at [sse.co.uk/contactus](https://www.sse.co.uk/contactus). Any credit you borrow will need to be paid back, though we can spread the cost so you pay it back a little bit at a time. We'll make sure your repayment plan is affordable.

### Night and bank holiday protection

If you run out of credit, our electricity Pay As You Go meters won't turn off on a bank holiday and most meters won't go off at night. Not every meter is the same, so check with us to see if your meter supports this and what times it will stay on for.

Remember you'll have to pay back whatever you've used when you top-up in the morning.

## Updating your meter

Sometimes we need to update the settings on your meter. This could be for things like the amount of debt your meter regularly collects and price changes.

To update your meter we put a message on your key or card when you top-up. It normally takes three to four top-ups at the same shop for the message to go through, but may sometimes take longer. If your meter isn't updating, give us a call and let us know, we're here to help.



# What to do if there's a problem

## Lost key or card

Don't wait for your credit to get low or run out, let us know as soon as possible. We'll tell you where to pick up a new key or card. If you can't get one locally, we can post a new one but it can take up to three working days reach you. Call us on **0345 026 7038** for electricity or for gas call **0345 026 7039**.

**Important:** If you've lost your key or card, we may charge you for a replacement. If your supply has stopped because you have lost your key or card and you failed to tell us before your supply stopped, we may charge for an engineer to visit to restore your supply.

## Topping-up your meter

If you have credit on your key and the meter isn't topping-up, clean the key with a soft dry cloth and try again. If it still doesn't work, let us know and we'll arrange for you to get a new key or card. Call us on **0345 026 7038** for electricity or for gas call **0345 026 7039**.

## If you stop buying top-ups

If you stop buying top-ups for your meter, your energy supply will stop. Please let us know if there's a problem or if you're struggling to make payments, you can contact us by calling **0345 026 7038**.

## There's a fault and your supply has stopped

If your supply has stopped because your meter, key, or card is faulty, we'll come and put the problem right.

Call us on our 24 hour emergency line, electricity – **0345 026 7038**, gas – **0345 026 7039**, and we'll arrange to have an engineer with 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.

If we don't keep our promise to visit during these timescales, we'll pay you £30 as compensation in line with our Guaranteed Standards.

**Important:** If the problem has been caused by you, such as not putting enough credit on the meter, we'll charge for the cost of visiting you. We'll put this cost on the meter for you to pay back over a period of time.

## Moving home

If you're moving into a property with a Pay As You Go meter you'll need to let us know in plenty of time. We'll arrange for you to get a new electricity key or gas payment card to use along with a new account. So that you're not paying someone else's charges or debt, we can send a message to your meter with your new key or card. In certain situations we may have to send an engineer for which there may be a charge.

If you're moving out, just make a note of the meter reading and settings on the day you're leaving and tell us where you're moving to so that we can send you the final statement. Tell us about your move by calling us on **0345 078 3213**.

**Important:** You can't use your key or card at your new address - please destroy it responsibly.

## Removing your Pay As You Go meter

If you're using your Pay As You Go meter to pay back a debt, we'd consider changing it to a credit meter, but first you'll need to pay your balance in full or agree a suitable payment plan.

We may carry out a credit assessment and/or other checks to make sure a credit meter is appropriate for you. If we agree to change your meter, there's no up-front cost and we'll complete the work at the earliest suitable date. Get in touch with us if you want to change your meter.

## Useful information

### When we'll send a bill

Using a Pay As You Go meter means that you don't get bills every quarter. But we'll send you a bill when you:

- Change supplier
- Move home
- Change your meter
- Change your tariff

These bills will let you know if there's something to pay, for example, if you've not repaid a debt, and how you can pay. Or we may owe you money, in which case the bill will tell you how we'll refund the money to you.

### Annual Summary Statement

Every 12 months we'll send you an Annual Summary Statement, along with a Pay As You Go Information Statement.

The Annual Statement will tell you about how much gas or electricity you've used over the last 12 months. We'll also give you a projection of how much we think you'll use over the next year.

The Information Statement will tell you how to find places to buy top-ups for your meter. It also has a guide on what to do in an emergency and who to call if you need help. You'll never know when this information could come in handy, so keep it safe.



### How a debt could build up on a Pay As You Go meter

Sometimes you may have money to pay on your account, even though you have a Pay As You Go meter. There are some reasons why this might happen:

- Our prices may have changed and your meter may not have been updated straight away
- You may have chosen a different tariff and again your meter may not have been updated
- Your meter may have been faulty and wasn't collecting all of your debt
- You may have had a debt applied to your meter for you to pay back, but due to a change of supplier, the balance has not been collected in full

If there's a debt on your account we'll contact you to let you know how we'll fix the problem and make an agreement for you to pay it back. You can help to avoid any problems by:

- Always using the key or card that we gave you
- Buying top-ups for your meter as soon as possible after a price change so your meter is updated
- Making sure there's enough credit on your meter to pay for Standing Charges, even if you're not using any energy
- If you have a debt to pay back, regularly top-up your meter to keep to your payment arrangement

### Complaints

If you feel we've let you down, please contact us because we want to know and get the chance to put things right.

You can call our team on **0345 026 7038**, send an email to [headofcustomerservice@sse.com](mailto:headofcustomerservice@sse.com) or write to us at PO Box 7506, Perth, PH1 3QR.

To find out how we handle complaints visit [sse.co.uk](http://sse.co.uk) and search for 'complaints' or ask us for a copy of our Complaint Handling Statement and Procedure.