

# Prepayment meter supplier rules

Some people find a prepayment meter (sometimes called a pay-as-you-go meter) a useful tool for managing their energy. But suppliers cannot force highest risk customers to have a prepayment meter, including:

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Households which require a continuous supply for health reasons, including dependence on powered medical equipment.

Households with an older occupant (aged 75+), without support in the house.

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Households with children aged under 2 years old.

Households with residents with severe health issues including terminal illnesses or those with a medical dependency on a warm home (for example due to illness such as emphysema, chronic bronchitis, sickle cell disease).

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Where there is no one within the household that has the ability to top up the meter due to physical or mental incapacity.

If your supplier contacts you with a notice that they are going to install a prepayment (or pay-as-you-go) meter in your home, and you fall in to one of the groups listed, you should contact your supplier, or their

representative, to inform them of your circumstances as soon as possible. They may be able to offer extra support and register you on the Priority Services Register.



Further information about your rights:  
[www.ofgem.gov.uk/energy-aware/prepayment-meters](http://www.ofgem.gov.uk/energy-aware/prepayment-meters)

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## If you need help with debt

Breathing Space, sometimes called the debt respite scheme, is a free government scheme that can give you up to 60 days' space from creditors to focus on getting debt advice and setting up debt solutions.

If you apply and are eligible, all creditors are informed and must stop any collection or enforcement activity.

You still need to keep making your regular payments if you can afford to.



StepChange can help with applications:  
**[www.stepchange.org/](http://www.stepchange.org/)**

If you don't have access to the internet call the StepChange advisor helpline:  
**0800 138 1111**

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## If you're not happy about your supplier's service you should...

### 1) Contact your supplier

Explain your problem and tell them what you would like them to do to make it right. Your suppliers contact details will be shown on their website as well as your energy bill. Your energy supplier must try to fix the problem within eight weeks. Make a note of the date you first contacted them in case you need to check this later on.

If you need additional support, you may be able to get extra help from Citizen's Advice.

### 2) Contact the Energy Ombudsman

If you are not happy with your suppliers response, or the problem is still not fixed within 8 weeks, you can complain to the Energy Ombudsman. Your supplier may contact you at any time during the 8 weeks to notify you that they cannot fix the problem. This is known as a deadlock letter.

Your suppliers must carry out the actions listed in the Energy Ombudsman's decision.

**For more information visit [ofgem.gov.uk/energyaware](http://ofgem.gov.uk/energyaware)**



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