How to use your Pay As You Go (PAYG) Smart Meter - SMETS2

ecotricity
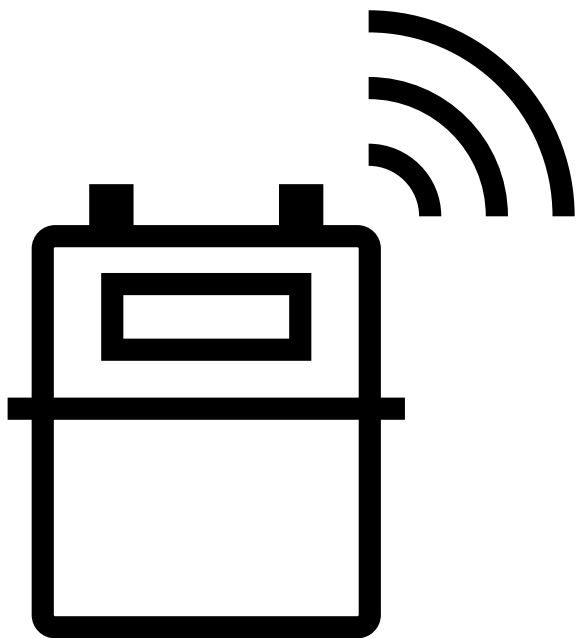
Contents

What is a smart meter?

A smart meter is the latest type of energy meter for gas and electricity, which connects to your energy supplier remotely via a secure, encrypted network. This allows you to top up by phone, app or at a PayPoint shop.

What is PAYG?

Pay As You Go (PAYG) is a meter mode which requires you to pay for your usage in advance, rather than paying bills. This method helps with budgeting, as you can top up frequently in smaller amounts. Ensure your meter always has credit to maintain your supply and avoid debt from unpaid daily standing charges.

How to top up with your Prepayment Account Number (PAN)

This is a 19-digit number starting with 9826 0150 xxxx xxxx xxx and comes with a barcode.
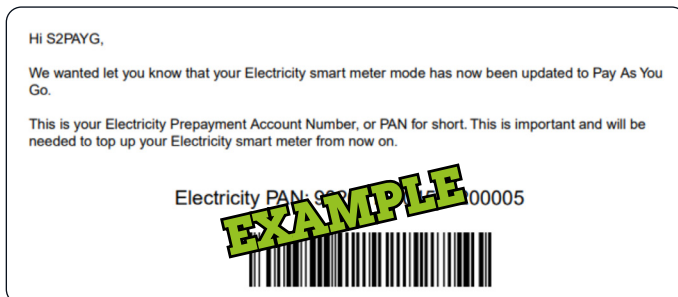
Finding your PAN

You can find this alongside a barcode on an email or letter you received from us when your meter was set to PAYG, when you moved into a property with a PAYG smart meter or when you switched to Ecotricity with a PAYG smart meter.

If you're struggling to find this, please contact Ecotricity on 0345 555 7100.

Top up with the Ecotricity Top-Up App:

Download the app from the Apple App Store or Google Play Store. Just search for Ecotricity Top-Up.

Once downloaded, you'll need to open the app and register. To register, you will need to have your Prepayment Account Number (PAN) to hand.

Hi S2PAYG,

We wanted let you know that your Electricity smart meter mode has now been updated to Pay As You Go.

This is your Electricity Prepayment Account Number, or PAN for short. This is important and will be needed to top up your Electricity smart meter from now on.

Electricity PAN: 9... ...00005

EXAMPLE

Once you're registered, you can now top up via the app.

1. Click "Top-Up Now" under the meter you wish to top up.

2. Click "Pay by Card".

3. Enter the amount and payment card details.

4. Click "Top Up Now".

We also have a guest top up option, which allows you to top up on behalf of someone else. You don't have to register for an account, but you'll need to know their PAN.

Once you've registered for the Ecotricity Top-Up App, your PAN barcode can be found in the Menu when you click 'Pay in Store'.
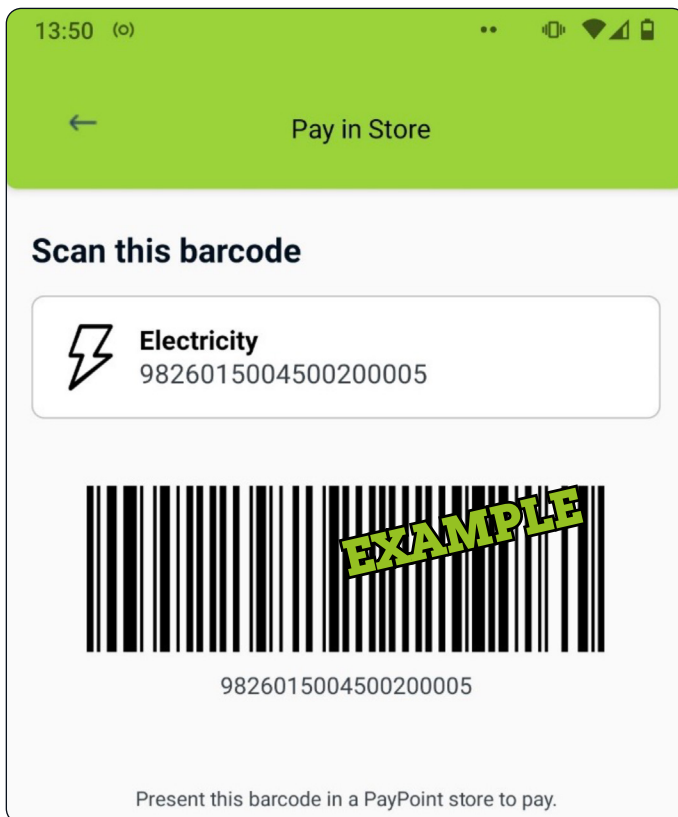
Top up over the phone:

Call our automated 24-hour payment line on **0345 812 4444** - you'll need your PAN and payment card.

Top up at a PayPoint shop:

A full list of locations can be found by visiting consumer. paypoint.com.

You will need to have your Prepay Account Number (PAN) to hand as well as a payment card or cash.

Prepayment cards:

Ecotricity doesn't automatically provide physical prepayment cards to save on unnecessary plastic usage. If you do need one, please contact us on 0345 555 7100 to request one.

Issues with topping up

Payment fails

If your top up is unsuccessful, try one of the following options:

1. Wait for at least one minute and try again.

2. Try an alternative payment card.

3. Try an alternative method: app, automated phone line or a PayPoint shop.

Payment taken but credit not applied

It's rare, but sometimes credit fails to apply to a meter.

You can enter the Payment Code (also called UTRN or Vend Code) onto the meter manually – see **Adding credit manually, using a payment code.**

See examples overleaf.
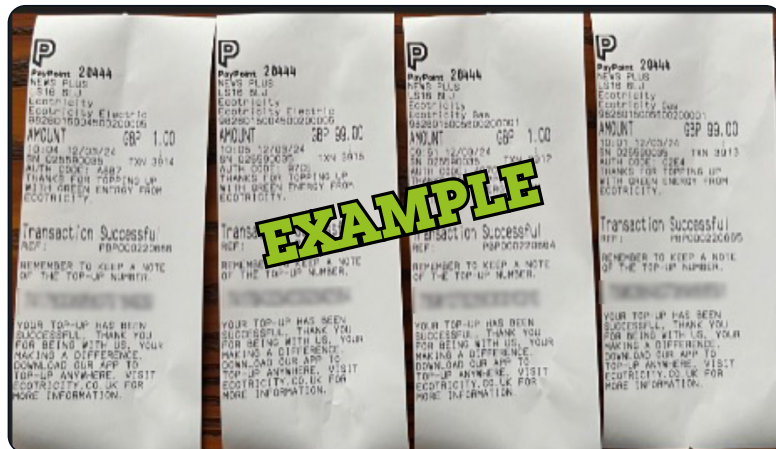
ecotricity

Electricity account number 9826015004500200005

Payment Summary

Payment amount:	
Processing fee:	£0.00
Total payment:	**£10.00**

Taken from card ending 5262

Payment code:

~~20087 61872 20992 40101~~

Payment reference: 1000503347

Payment to Acc. 9826015004500200005
Total paid: £10.00 Ref: 1000501986

Key information

Emergency Credit

This allows you to keep your power on, even when you've used up your balance. This is a £10 buffer which will keep you on supply in an emergency until you can top up again.

Once it's used up, you'll lose supply and will need to top up again.

Important: You will need to repay the Emergency Credit balance in full (including any accrued standing charge) before your supply reconnects.

Don't forget that your daily standing charge will still be taken from the meter when you're using Emergency Credit, which will also need to be repaid.

Debt repayments will be paused until you have topped up.

We recommend topping up if your balance falls below £10 to avoid getting close to the low credit warning.

Emergency Credit displays	
Low credit warning	£2 credit remaining
Emergency Credit available	£2 or less credit remaining
Emergency Credit amount	£10
Going off supply	£0 remaining

Friendly credit periods

Friendly credit periods ensure you don't lose supply if you run out of credit outside of our opening hours.

Once the friendly credit period ends, you'll lose supply if you haven't topped up.

Friendly credit periods	
Monday to Friday	8:00pm to 9:00am the following day
Saturday and Sunday	All day
Bank holidays	All UK bank holidays

Top up amounts & balances

Top ups	
Minimum top up (in one transaction)	£1
Maximum top up (in one transaction)	£99
Maximum meter balance	£999

Viewing your balance

'Balance' shows the amount of credit you have on your meter. This will update in near real-time as you use energy and you'll be charged accordingly.

Debt

Debt can be loaded onto your meter with agreed repayment terms. If you haven't discussed this with us, we'll set it at a default amount, which will have been communicated with you at the time.

Terms will be a set amount repaid per day based on your affordability. If your financial situation changes and you need to discuss your repayments, contact our team on 01453 761 350 or 0800 917 9525 (freephone).

Using your In-Home Display (IHD)

Smart meter (HAN) strength indicator

Screen title and time

Touch to change to **Now**, **Today** and **Prepay** tabs.

Electricity usage

Gas usage

Rate of consumption (Cost per hour or kW)

	Home	14:37
Energy now	Energy today	Prepay balance

Electricity

Gas

0.26 /hr

£0.05 /hr

Press **O** to switch between cost or energy consumption

Press **↰** to return to the previous screen

The LED shows your electricity usage (green for low, amber for medium or red for high).

Use the ‹ › buttons to navigate around the screen and up and down lists.

If you only have a gas smart meter, then the electricity dial is not shown, and vice versa.

IHD – Navigation

Button	What it Does
Home	Menu / Home Screen
<	Left / Up
O	Enter / Swich between KWH & £ on the homepage
>	Right / Down
↩	Previous Page

IHD – Home Screen

This screen offers quick access to the energy being currently used in your property, as a cost or number of units.

Display	What it means
Now	Current energy usage (in £ or kWh units)
Today	Actual energy usage vs budget (if set)
Prepay	Remaining meter balance and estimated number of days until you reach £0*

*This is an estimate based on your usage history and should only be used as a guide.
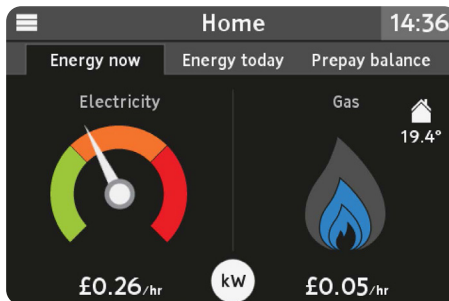
Now – Energy you're currently using

This screen offers quick access to the energy being currently used in your property, as a cost or number of units.

Today – Actual energy usage vs budget
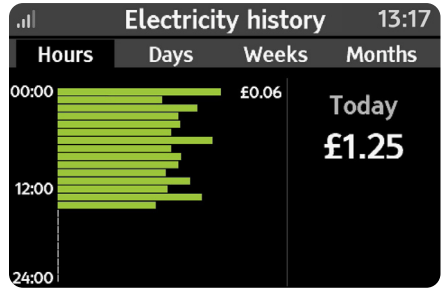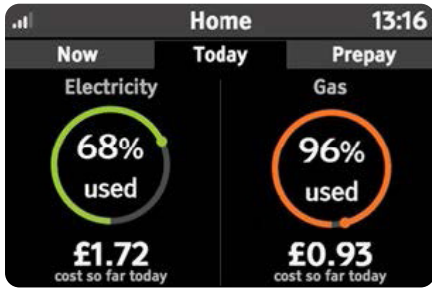
For more details on how much energy you have used, go to **Menu > Usage history** to see a detailed breakdown of your past energy usage.

Prepay – Remaining meter balances

When you first set up your IHD, it will take a couple of days to gather enough information to estimate how much energy you use on a daily basis, and therefore how long your top ups will last.
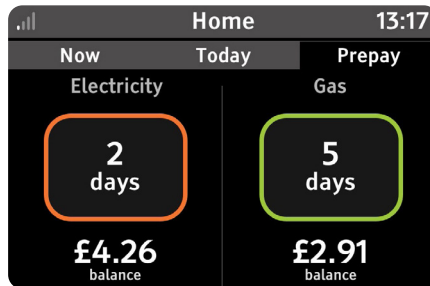
IHD - Activating Emergency Credit

An alert will appear when your meter balance falls to £2. Follow prompts and select 'Yes' to activate.
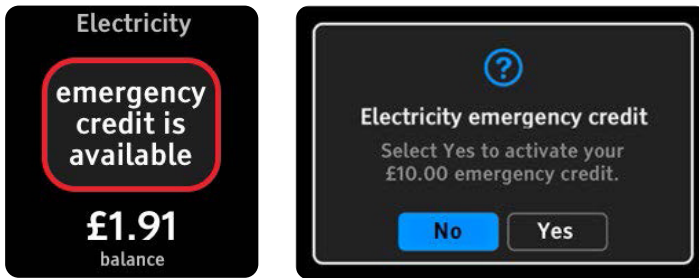
If the alert doesn't pop up, you can activate emergency credit on the IHD by going to **Menu > Prepay > Emergency Credit**

IHD - Reconnecting your electricity meter

After topping up, press 'yes' on the IHD prompt to reactivate supply.

This can also be manually accessed by going to **Menu > Prepayment > Enable Supply**

If safe and practical, it's best to turn off your power at the fuse box before reconnecting supply to prevent a power surge to your electrical appliances.

IHD - Entering a payment code on your IHD

Go to **Menu > Prepayment > Top-up** and enter UTRN manually.
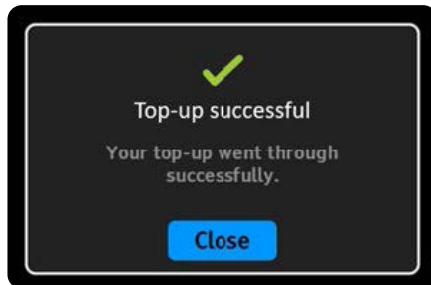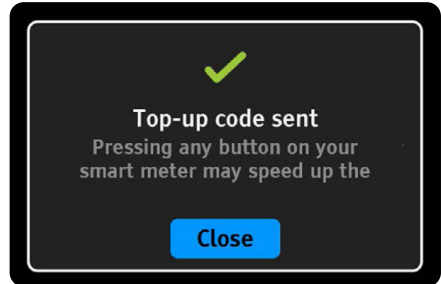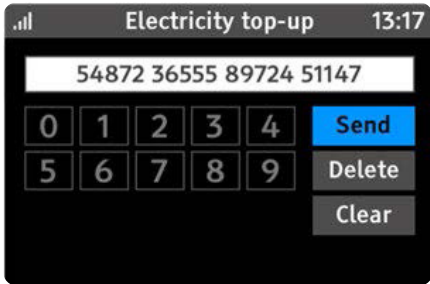
IHD – view your Debt

Go to **Menu > Money Owed**

This will bring up a summary of the amount of debt needing to be repaid
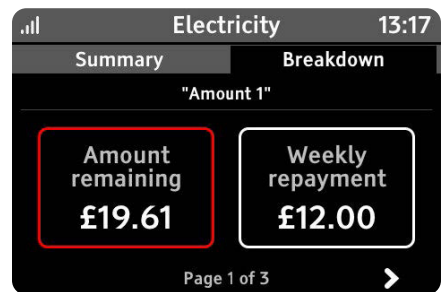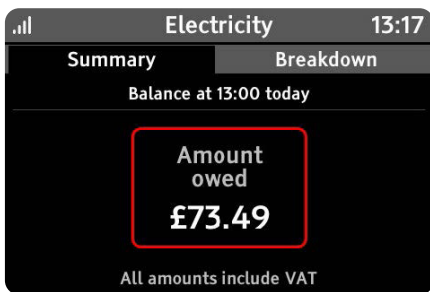
IHD – Menus

Menu			What it Does
Prepay	Top Up		Enter Payment Code (UTRN)
	Emergency Credit		Activate - if available
	Top Up History		(Not used)
	Low Credit Alert		Set Low Credit Alert
	Enable Supply		Reconnected electricity meter
Usage History			Look at past energy usage
System Status			Connection status of devices
Tariff			Your current meter tariff
Meter Balance			Balance on your meter
Money Owed			View debt repaying from you meter
Inbox			Messages from Ecotricity
Meters			Information about your meter
Support			Contact numbers for Ecotricity
Settings	Budget		Set usage budgets
	Display		Brightness and sleep settings
	Alerts		Turn on and off
	Advanced	Device Info	IHD details
		Usage level	High, Medium or Low
		Reset Device	Reset settings or data
		Engineer	(Not used)

Using your PAYG electricity meter

Electricity - Meter navigation

Your smart meter has two buttons next to the display, which are used to navigate the screens and interact with the meter. These buttons have several different actions, depending on the screen you're looking at.

Button	Action	Screen display
A	Press	Next Screen / No / Enter Payment Code
B	Press	Yes / Activate Boost
A	Hold	Meter Information Screens
B	Hold	View Meter Registers / Actions Menu / Submit UTRN

Electricity meter - balance screen

Shows day-to-day balance in PAYG mode.

How to get to the meter balance screen

**Active Register
Reading Screen**

**Rate 01 Act Imp
XXXXX KWH**

Press

A

##

##

Press

A

Credit £0.00
(Credit, EmCr Remaining, Owed)

Meter Balance Screen

Dynamic screen showing balance,
emergency credit and info on the
meter supply state
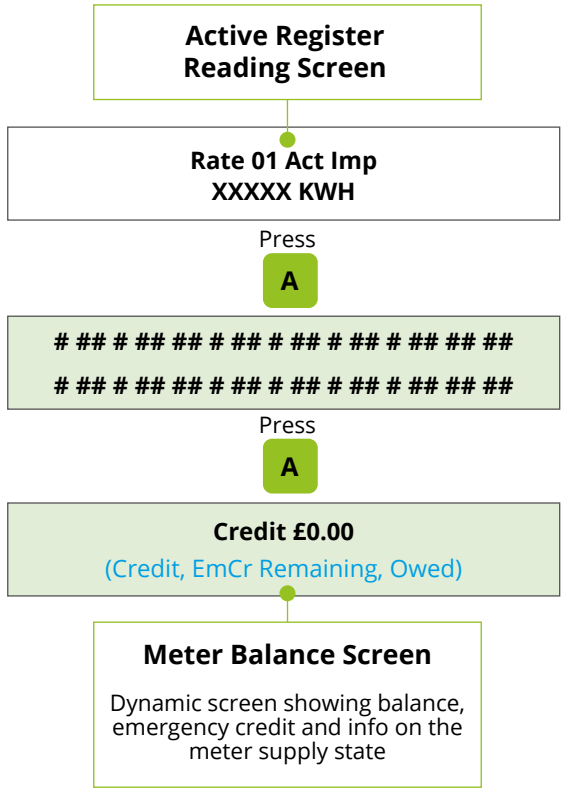
Meter balance screen icons

Menu	What it does
Credit	Balance available
EmCr	Emergency Credit is available to activate / balance if Emergency Credit is in use
Owed	Amount needed to clear the emergency credit, friendly credit & standing change owed and/or reconnect supply
☐	Meter is supplying electricity
✕	Meter is disconnected and not supplying electricity
⊠	Meter is ready to be reconnected
F	Meter is in friendly credit period, can't be disconnected
·	Solid red LED - meter is disconnected and not supplying electricity

Electricity meter - activating emergency credit

If available, "EmCr" appears on the Meter Balance screen.

Remember, in some scenarios your meter may automatically activate your Emergency Credit if you've previously used it.

```
┌─────────────────────────────┐
│      Rate 01 Act Imp        │
│        XXXXX KWH            │
└─────────────────────────────┘
```
Press X2

A

```
┌─────────────────────────────┐
│    XXXXX EmCr  |  £0.00      │
│ (Credit, EmCr Remaining, Owed) │
└─────────────────────────────┘
```
Press

A

```
┌─────────────────────────────┐
│  EC Accept  |  A=Next B=Yes │
└─────────────────────────────┘
```
Press

B

```
┌─────────────────────────────┐
│ Confirm EmCr?  |  A=No B=Yes │
└─────────────────────────────┘
```
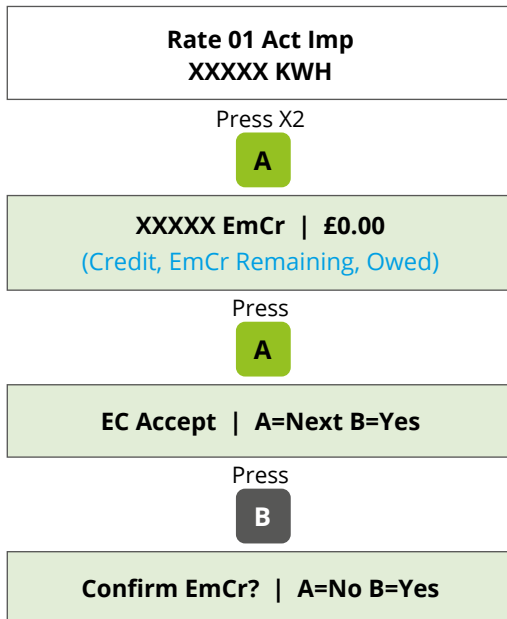
Electricity meter – reconnecting supply

If safe and practical, it's best to turn off your power at the fuse box before reconnecting supply to prevent a power surge to your electrical appliances.

Next, if your meter is ready to be reconnected, you'll see the below message on the screen.

```
+------------------------------------------+
|           Rate 01 Act Imp                |
|             XXXXX KWH                     |
+------------------------------------------+
```

Press X2

A

```
+------------------------------------------+          +------------------+
|       XXXXX EmCr  |  £0.00                |----●     | Meter is         |
|   (Credit, EmCr Remaining, Owed, X)       |          | ready to be      |
+------------------------------------------+          | reconnected      |
                                                       +------------------+
```

Press

B

```
+------------------------------------------+          +------------------+
|       En Supply?  |  A=No B=Yes           |----●     | Accept           |
+------------------------------------------+          +------------------+
```

Press

B

```
+------------------------------------------+
|            Supply Enabled                 |
+------------------------------------------+
```
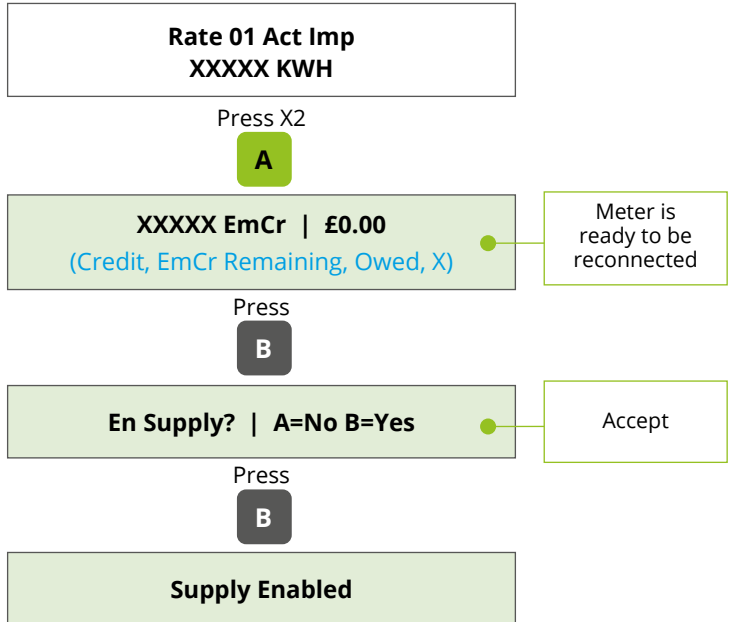
Electricity meter – entering a payment code (UTRN)

Please note If you enter payment code but don't submit it before the screen resets, you'll need to re-enter the code from the beginning.

| Rate 01 Act Imp |
| XXXXX KWH |

Press X2

A

| XXXXX EmCr \| £0.00 |
| (Credit, EmCr Remaining, Owed, X) |

Press

A

| Add Credit \| A=No B=Yes |

Press

B

| Confirm EmCr? \| A=No B=Yes |

> Enter the 20 digit Payment Code (UTRN) using numbers 0 to 9

A PRESS to increase number

B PRESS to move to next number

B HOLD to Submit UTRN

| Accepted £XX.XX |

| Credit Already Used |

| Invalid Number Please Re-enter |

> The meter will let you know straight away if the code was successful and update your balance accordingly

Electricity meter – debt, tariff & additional information

```
┌────────────────────────────────────┐
│         Rate 01 Act Imp            │
│           XXXXX KWH                │
└────────────────────────────────────┘
```

Press X2

A

```
┌────────────────────────────────────┐
│      XXXXX EmCr  |  £0.00          │
│   (Credit, EmCr Remaining, Owed, X) │
└────────────────────────────────────┘
```
Navigate to the meter balance screen

Hold

A

```
┌────────────────────────────────────┐
│          Time XX.XX.XX             │
└────────────────────────────────────┘
```
The first meter information Screen is the current time

A PRESS to move through the many meter information Screens
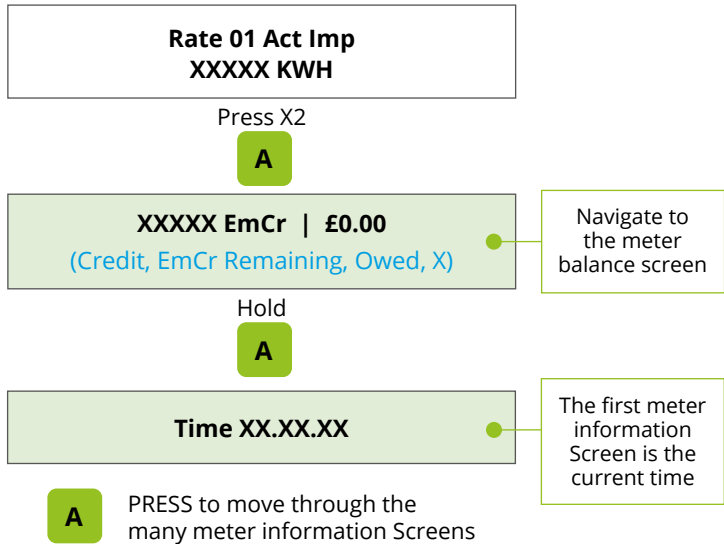
Key meter information screen

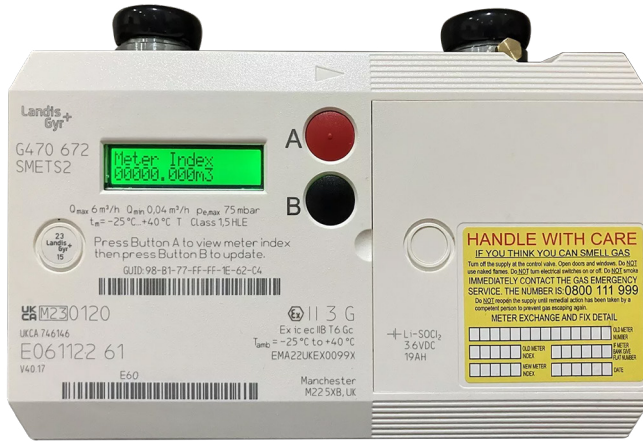| Menu	What it Does
XXXXX Mode	Meter mode – Credit or PAYG
Vend 01 XX.XX.XX	Details of your last top up
Act Tariff Price	The price you pay per unit – if on multi-rate tariff, this will change depending on time of day
Standing Charge	The daily charge for your meter to be connected to the grid
MPAN ID	A unique number that identifies your electricity supply point
Meter Balance	How much credit you have on your meter
EmCr Remaining	How much Emergency Credit you have remaining
Owed	Any balance owed
Debt 1 Remaining	The amount of debt you still need to pay off
D1 /	The amount and frequency you repay your debt. For ref: 1440min = one day
Debt 1 Amnt Paid	The amount of debt you've paid off
Ecotricity	Supplier name
03455557100	Supplier contact number
Total Act ImPort	Meter reading (also called Totaliser)
Total Act EXPort	Export meter reading (for generation, i.e. solar panels)
Accumulated Debt	Total debt owed

Electricity meter – active register readings screen & boost

When not being used, your smart meter's display will go into sleep mode and the backlight won't be on – this is to save power.

If you need to take a manual meter reading or boost your off peak circuit (if you have one), this can be done from the meter's main screen.

Active Register Reading Screen

Rate 01 Act Imp
XXXXX KWH

Press
B

Hold
A

Hold
B

Boost the off-peak circuit if configured

Access your Meter Reads

Rate 01 Act Imp
XXXXX KWH
Screen Back Light Activates

Register 1 Read

Activate Boost?
A=No, B=Yes

Rate 01 Act Imp
XXXXX KWH

Press
B

Press
A

Boost Activated
(ALCS Live on Peak)

Rate 02 Act Imp
XXXXX KWH

Hot water/Heating activated only if on an off-peak circuit

Register 2 Read

Only If on a 2-rate tariff or multi rate tariff

Using your PAYG gas meter

Gas meter – navigation

Your gas smart meter has two buttons which are used to navigate the screens.

Button	Action	What it does
A	Press	Next Screen / No
B	Press	Yes
A	Hold	Meter Information Screens / Enable Gas
B	Hold	Actions Menu / Registers Menu / Submit UTRN

Important: the meter screen will turn off when not in use.

The gas smart meter has an inbuilt mechanism to prevent the battery being unnecessarily run down. If the buttons are pressed more than 200 times in one day, the screen will turn off for 24 hours to save battery.

Gas meter - main meter screens

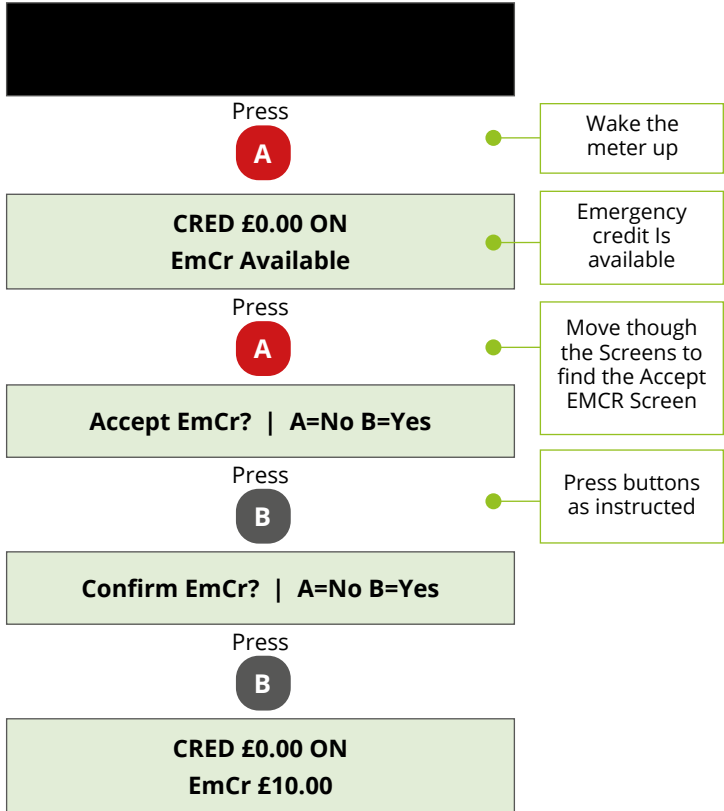These are the three main screens you will see on your gas meter.

(black screen)	**Meter screen turns off when not in use**

Press

A

XXXXX £0.00 (CRED, EmCr, OWED, ARM, ON, OFF)	**Meter Balance Screen** Dynamic screen showing balance, emergency credit and info on the meter supply state

Press

A

Meter Index 0.000m3 (Meter Read)	**Meter Read Screen** Your Gas Read, the amount Gas your meter has used

Press

A

Credit Entry? A=No, B=Yes	**Credit Entry Screen** Where you enter a Payment Code (UTRN) if you top up didn't fully go through

Press

A

Meter balance screen icons

Menu	What it does
CRED	Balance available
EmCr	Emergency Credit is available to activate / balance if Emergency Credit is in use
OWED	Amount needed to clear the emergency credit, friendly credit & standing change owed and/or reconnect supply
LOW	Applies to CRED or EmCr Balance: low balance warning (when your balance is £2 or less)
ON	Meter is supplying gas
OFF	Meter is disconnected and not supplying gas
ARM	Meter is ready to be reconnected
F	Meter is in friendly credit period, can't be disconnected

Gas meter - activating emergency credit

If available, "EmCr" appears on the Meter Balance screen. You may also hear an alert from the meter.

Remember, in some scenarios your meter may automatically activate your Emergency Credit if you've previously used it.

Press

A → Wake the meter up

CRED £0.00 ON
EmCr Available → Emergency credit Is available

Press

A → Move though the Screens to find the Accept EMCR Screen

Accept EmCr? | A=No B=Yes

Press

B → Press buttons as instructed

Confirm EmCr? | A=No B=Yes

Press

B

CRED £0.00 ON
EmCr £10.00

## Gas meter – reconnecting supply

Important: Make sure all your gas appliances are switched off before trying to re-activate the supply.

If your meter is ready to be reconnected, you'll see the below message on the screen.

Press

A

Wake the meter up

EmCr £0.00 ARM
Press B For Gas

Your meter may quickly flash the accumulated debt, but when this screen shows is ready to be reconnected

Press

B

Press B as instructed, if you press B for too long the meter will tell you to "release" or "release for Gas" please do this and continue

Appliances Off? Hold A For Gas

Hold

A

Release A For Gas

Hold

A

Please Wait
Opening Valve
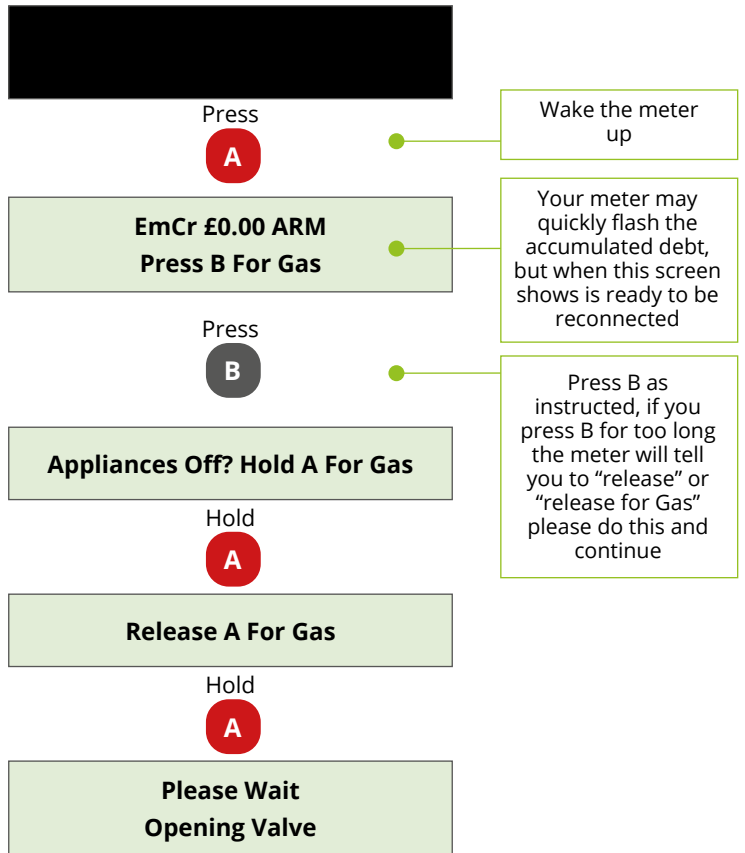
Important: The meter will not reconnect if it detects that any gas appliances may still be on. If you receive the message below, please check that of all your gas appliances are switched off and try again.
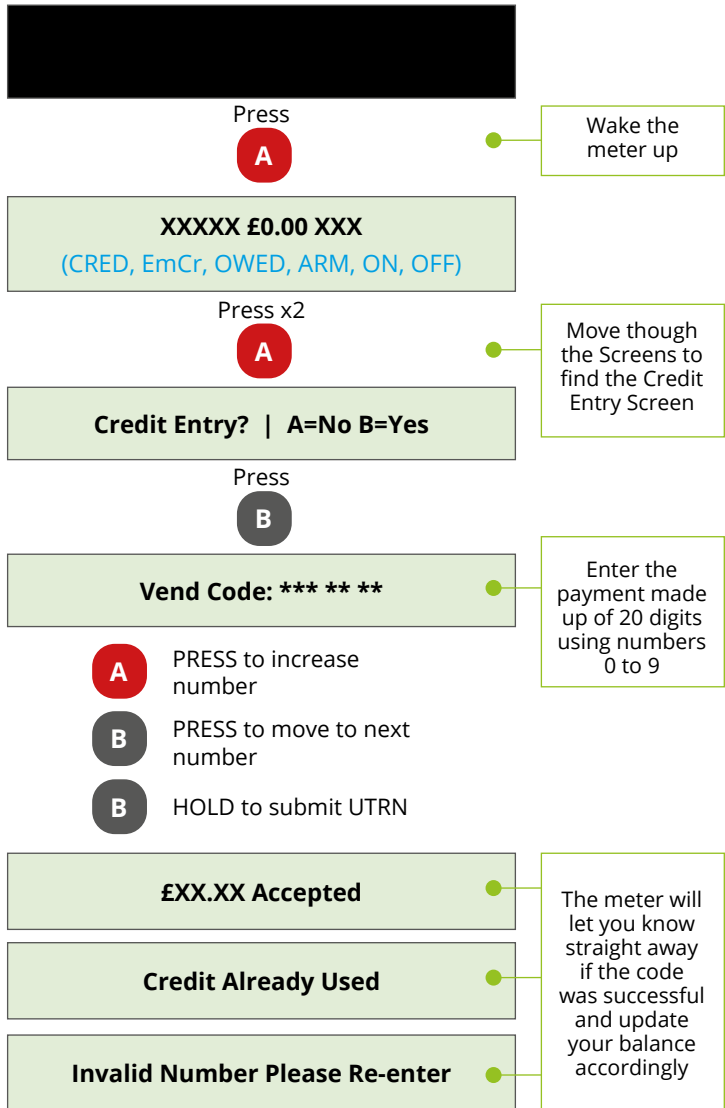
Appliances On?
Please Turn Off
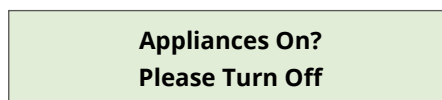
If your gas appliances are off but the message remains on the display, call the **National Gas Emergency Service** on **0800 111 999** to make sure you don't have a gas leak.
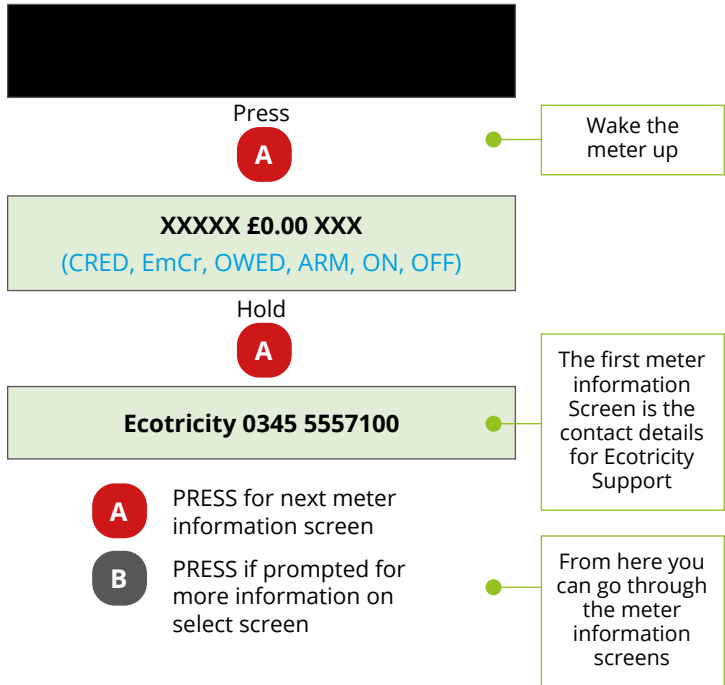
Gas meter – entering a payment code (UTRN)

Follow the below instructions before pressing and holding B to submit your UTRN.

If you enter payment code but don't submit it before the screen resets, you will need to re-enter the code from the beginning.

Press
A

Wake the meter up

XXXXX £0.00 XXX
(CRED, EmCr, OWED, ARM, ON, OFF)

Press x2
A

Move though the Screens to find the Credit Entry Screen

Credit Entry? | A=No B=Yes

Press
B

Vend Code: * ** ***

Enter the payment made up of 20 digits using numbers 0 to 9

A PRESS to increase number

B PRESS to move to next number

B HOLD to submit UTRN

£XX.XX Accepted

Credit Already Used

Invalid Number Please Re-enter

The meter will let you know straight away if the code was successful and update your balance accordingly

Gas meter – debt, tariff & additional information

Press

A

Wake the meter up

XXXXX £0.00 XXX
(CRED, EmCr, OWED, ARM, ON, OFF)

Hold

A

The first meter information Screen is the contact details for Ecotricity Support

Ecotricity 0345 5557100

A PRESS for next meter information screen

B PRESS if prompted for more information on select screen

From here you can go through the meter information screens

Key meter information screen

Note: Some of the screens (including Debt) will only show if they are currently in use.

Name	Index Number	What they mean
Supplier Details		Supplier name & phone number
MPRN	03	A unique number that identifies your gas supply point
Mode	05	Meter mode – Credit or PAYG
Accum Debt	08	Debt owed
PriceNow R1B1	11	The price you pay per unit
Total Debt	12	Total debt owed
Debt1 Name	13	The meter register where the debt is loaded onto (D1) **Note:** D2 and D3 are not currently used
D1 Collection	14	The rate at which you are repaying the debt to Ecotricity
D1 Remaining	15	The amount of debt remaining on your meter

D1 Paid	16	The amount of debt you have paid off
Standing Chrg	25	The daily charge for your meter to be connected to the grid
Meter Balance	26	How much credit you have on your meter
Last Credit	27	Details of your last top up to the meter

Other useful information

- The engineer should offer energy saving advice during your meter exchange appointment. If you'd like some more information, you can visit **energysavingstrust.co.uk** or call **0300 123 1234** for independent support. You can also contact our team on **0345 555 7100** or visit **www.ecotricity.co.uk/your-green-energy/energy-saving-advice**.

- If you have micro-generation onsite, such as solar panels, please let us know so we can make sure everything is set up correctly to work with your new meter.

- If your electricity is supplied by another provider, they'll be in touch to arrange a separate smart meter installation for the fuel they supply. If you'd like to switch your electricity to us, please give our team a call on **0808 123 0123**.

- In the unlikely event that a fault occurs with your smart meters, we will exchange or fix them free of charge. If you're concerned that your smart meter is faulty, please call our team on **0345 555 7100**. Similarly, if the In-Home Display is found to be faulty within 12 months of your installation, we'll repair or replace this free of charge.

- Please get in touch if you'd like any of this information in another language, braille, audio transcription or large print.

- If you or anyone in your household requires a continuous energy supply for health reasons, or you're unable to keep the meter topped up, please let us know by calling us on **0345 555 7 100**.

- If you have any questions or would like to discuss any of this information, please call us on **0345 555 7 100** or email **home@ecotricity.co.uk**.

Will a smart meter save me money?

It's not the meter that saves you money, it's how you use the information you'll get from it that will help you make savings. By using a smart meter to get control of what you're using, you can learn how and where you can save energy – and potentially cut down your bills.

Visit **energysavingstrust.co.uk** for energy saving advice.

My energy supply has disconnected, what can I do?

Check your fuse box to see if any of the switches have tripped (switched into the 'off' position). If they have, flip them back into the 'on' position and check your appliances again.

In the event of extreme weather or network upgrades, you may experience a temporary power cut. If this happens, phone 105 to get through to your local Distribution Network Operator (DNO). Alternatively, you can check your local network operator's website for power cut updates.

If you've checked your fuse box and you don't have a power cut, make sure that you've switched off any electrical appliances before you reconnect your meter.

What should I do if I've got no gas supply?

If you've got a gas fire, oven or cooker as well as a gas boiler, check whether they're all off supply or if the issue is isolated to just your boiler.

If only the boiler is affected, check that the mains electricity switch is on, and the pilot light is lit. If all your appliances are affected, check your Emergency Control Valve (ECV) - this is a red tap handle next to a pipe on the gas meter.

If the lever is in line with the pipe, it's 'open' and allowing gas to flow through. However, if it's at right angles to the pipe, it's 'shut' and stopping gas from coming through.

If this is the case, you need to turn it until it's in line with the pipe. If your ECV is open and all your appliances are still off supply, call us on **0345 555 7400** and we'll investigate what's happened.

If just some of your appliances are affected, the meter isn't the problem, so you'll need to contact a gas safe engineer. You can find a list of registered gas safe engineers at **gassaferegister.co.uk**.

How often will a meter reading be taken?

We receive half-hourly readings automatically. If you would prefer us to view daily or monthly readings instead, please contact us on **0345 555 7100**.

Can someone else top up my gas or electricity for me?

Yes, anyone can top up for you so long as they have your PAN.

Which payment cards can I use to top up?

Visa, Maestro, and MasterCard. American Express isn't accepted.

Why is my credit lower than my top up amount?

Debt repayments may reduce your available credit as they're paused when using Emergency Credit.

What if I have poor signal in my area?

You can manually enter your UTRN if your meter doesn't accept your top up automatically.

Sometimes signal can be affected by metal objects, like an ironing board, being placed in front of the meter so make sure your meter isn't blocked by anything.

If your meter is experiencing long term signal issues, please let us know by calling **0345 555 7100** or emailing **home@ecotricity.co.uk**.

What happens if I move house?

It's important you tell us that you're moving so we can close your account down and send you a closing statement for the time you were responsible for the energy usage at the property. Please give our team a call on **0345 555 7500** or email **movinghome@ecotricity.co.uk** to let us know as close to your move out date as possible.

Please leave your IHD for the next occupier to use - it's linked to the meter at the property so won't work in your new home.

Smart meter data - a guide to your rights and choices

The key facts

- Smart meters are being offered to every household in Great Britain.

- The Government is overseeing the rollout of smart meters and has set out the rules for the management and use of data collected from your smart meters.

- We, as your energy supplier, will continue to hold your personal details on your account.

What makes them different to traditional meters?

- Smart meters record more information than the older gas and electricity meters, and they can store your energy usage in each 30-minute period. This is called half-hourly data.

- We, as your energy supplier, will collect meter readings remotely through a secure, encrypted network.

- You can chose how much of this information you share with your energy supplier – if you don't specify, we, as your energy supplier will collect readings half-hourly

Your rights

- How much data your energy supplier collects from your smart meter, e.g. monthly, daily or half-hourly meter reads.

- Whether your supplier shares details about your energy consumption with other

organisations, including distribution network operators.

- How you can access information about your energy use and get the most benefit from it.

- Once you have made your choice about any of these, you can change your mind at any time.

The Smart Metering Installation Code of Practice (SMICoP)

The Smart Metering Installation Code of Practice specifies the minimum standards for members to follow in relation to the customer facing aspects of the installation of Smart Metering Systems.

The code aims to ensure customers have a positive experience during their meter installation, including getting all the information they need and protecting the customer during the installation process.

We hope you always receive a great service from us, however, if you want to make a complaint, we have experts in every team who handle any customer issue or complaint. They have access to every department and every team member – at every level. If you have a problem, they'll be in touch as soon as possible, often the same or next day. Their job is to get to the bottom of the issue, find out what went wrong and why – and resolve it promptly. They will give an impartial, factual account, communicated openly and honestly to you and us. And, of course, they'll fix the problem, usually in just a few days.

To make a complaint, you can give us a call on **0345 555 7 100** or email **home@ecotricity.co.uk**.

If you're a micro business, please call us on **0345 230 6102** or email us at **business@ecotricity.co.uk** so that we can ensure that you are being billed accurately.

For more details about:

- The smart meter roll-out

- Making use of your smart meter data

- How your data will be used and who it will be shared with

- Making any of the choices above

- Any other questions about your data you might have

Please contact us on **0345 555 7 100**.

For independent advice about your rights and choices relating to your personal information, you can contact The Information Commissioner's Office (ICO) at **ico.org.uk** or via the ICO Helpline on **0303 123 1113**.

If you smell gas:

- Switch the gas meter off by turning the emergency control valve vertically – if you're unsure how to do this call the National Gas Emergency Service on **0800 111 999**. They're open 24 hours a day.

- Open all windows and doors and keep them open until the leak is repaired.

- Call the National Gas Emergency Service on **0800 111 999**, 24 hours a day.

- Don't smoke or use electrical switches, and make sure there are no lit matches or naked flames.

- Make sure someone is available to provide access to the property when the emergency engineer arrives.

- Call the Fire Service on **999** if fire breaks out.

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