

# Smart answers.

I'm your all-singing, all-dancing guide to Smart Pay As You Go – please keep me handy.



*e.on*  
**next**

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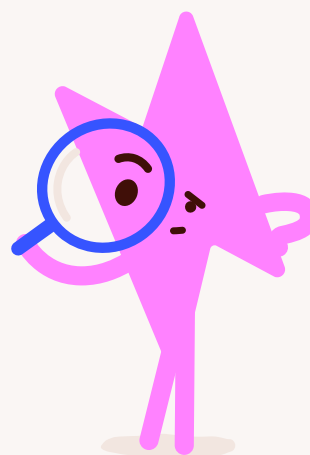
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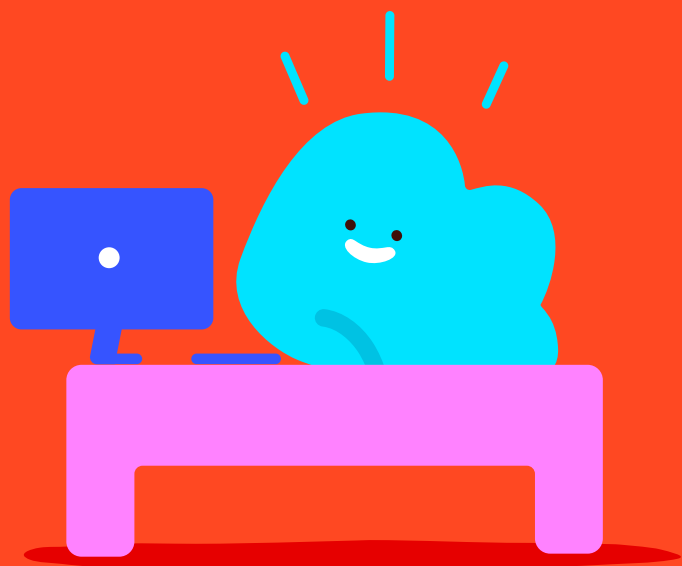


# It's the smarter way to go.

**Welcome to the wonderful world of Smart Pay As You Go.**

Take control, save energy and save money by paying in advance with Smart Pay As You Go. Now you can:

- 1** Top up on the go.
- 2** Get text or email reminders about topping up.
- 3** See your balance on your in-home display, online or through our app.
- 4** Say cheerio to unexpected bills.



# Topping up is easy-peasy.

When we fit your meter, you've got until 10am the next working day (Monday to Friday, excluding bank holidays) to make your first top up. If you don't have any credit on your meter by then, it'll disconnect, and you'll need to top up or activate your emergency credit to get your supply back on (see page 5).

## Ways to top up.

### By debit or credit card



In your online account at [eonnex.com](https://eonnex.com).



Using our app, which you can download from Google Play or the App Store.

### By cash

Take your top up barcodes (one for each fuel) to your local PayPoint, Payzone, or Post Office. You'll find the barcodes in your online account and in our app. Or if you don't have either of these, we'll send them in the post.

### If the magic doesn't happen straight away.

It can take a few minutes for your payment to reach your meter. Your payment confirmation and online account will include a code you can enter on your meter, to transfer your payment straight away.

### Your standing charge.

Your meter will collect your daily standing charge from your meter balance, around midnight every day.

### If you're struggling to pay.

Get in touch with us, we'll talk through your options and give you details of where to go to get free independent advice.

## If you have a debt repayment plan.

Your meter will collect the amount you've agreed from your meter balance, around midnight every day.

If you have Pay As You Go for gas and electricity, and if you've agreed debt repayment through both meters, each meter will collect the agreed repayment amount separately.

## How to check your balance.

You can check your balance, along with how much energy you're using, how much you pay and what you owe us if you have a repayment plan, in three ways:

- 1 On your in-home display
- 2 Log in to your online account
- 3 Through the E.ON Next app

Your app or online account will show you the latest balance we received remotely from your meter, usually midnight each night. So anything you've used or paid since then may not be included. For a real-time balance, check your in-home display.

For more help with topping up and getting the most out of your account, check out our helpful videos at [eonnex.com/help/spayg](https://eonnex.com/help/spayg).

# Activating your emergency credit.

If you're running low on credit and can't top up straight away, you can activate your emergency credit to keep you going. To find out how to do this, see our FAQs at [eonnex.com/help/spayg](https://eonnex.com/help/spayg) or get in touch with us.

After you've activated emergency credit, we'll still collect your daily standing charge and any repayment plan amounts due. Once the emergency credit is used up, your supply will disconnect unless you top up.

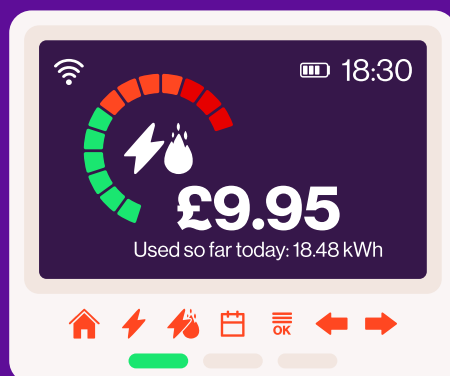
## Find out more about our friendly hours.

Our friendly hours are times that your meter won't disconnect, even if you run out of credit. We won't disconnect you outside of 10am - 4pm, Monday to Friday. The next time you top up you'll need to pay for any energy you've used during our friendly hours, plus emergency credit, any overdue repayment plan payments and the daily standing charge.

## Getting your supply back on after your meter's been disconnected.

Your in-home display will show you how much you need to top up. You'll need to reconnect your supply using your meter. Go to [eonnex.com/help](https://eonnex.com/help) and check out our Smart Pay As You Go FAQs to find out how to get your supply back on, or get in touch with us.

Make sure no gas or electric appliances are switched on before you reconnect.

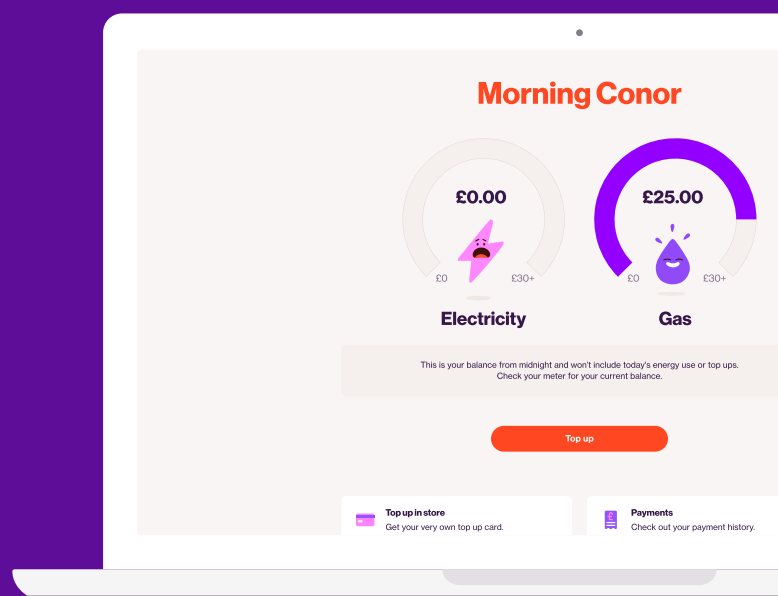


## How to set up alerts and reminders.

You can set up free text and email alerts and reminders about topping up. We'll contact you when your balance reaches £5, and when it goes below £2 (uh-oh).

You can opt out of these reminders at any time using our app or in your online account. Or just get in touch with us.

For more info, go to [eonnex.com/help/spayg](https://eonnex.com/help/spayg) and watch our helpful videos.



# Handy info.

## The benefits of an online account.

### Set up an online account for:

- ✓ Topping up
- ✓ Getting your in-store top up barcodes
- ✓ Viewing your account summary, balance and messages about your meter

It only takes a few minutes at [eonnex.com/login](https://eonnex.com/login).

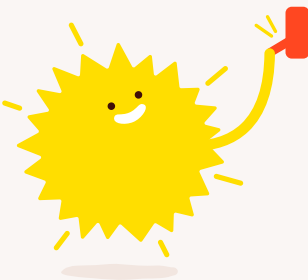
## Forgot your password or have problems logging in?

Visit [eonnex.com/login](https://eonnex.com/login) and click on the 'Forgot your password' link.



### Going away.

Remember to keep your meter topped up, to cover your daily standing charge and any repayments while you're away. You can check your meter balance and top up from anywhere through our app or online.



### Saving energy.

Your in-home display has features to help you keep track of your energy use and budget. Get extra energy saving tips at [eonnex.com/energy-efficiency](https://eonnex.com/energy-efficiency).



### Moving home.

Please get in touch with us or visit [eonnex.com/moving](https://eonnex.com/moving) and we'll take care of the rest.

# How to get in touch.

You can always get in touch if you have any questions, or have trouble understanding your Smart PAYG meter. Our FAQs are also super helpful. You can find us on Twitter and Facebook too, or join our Community at [community.eonnext.com](https://community.eonnext.com) – the more the merrier!

🌐 Visit [eonnext.com/contact](https://eonnext.com/contact)

☎ Call us on **0808 501 5200** 9am to 5pm Monday to Friday.

