

Smart answers.

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



e.on
next

Contents.

Topping up is easy-peasy.

4

Ways to top up
Your standing charge
If you're struggling to pay
If you have a debt repayment plan
How to check your balance

Using your emergency credit.

6

Our friendly hours
Getting your supply back on
How to set up alerts and reminders

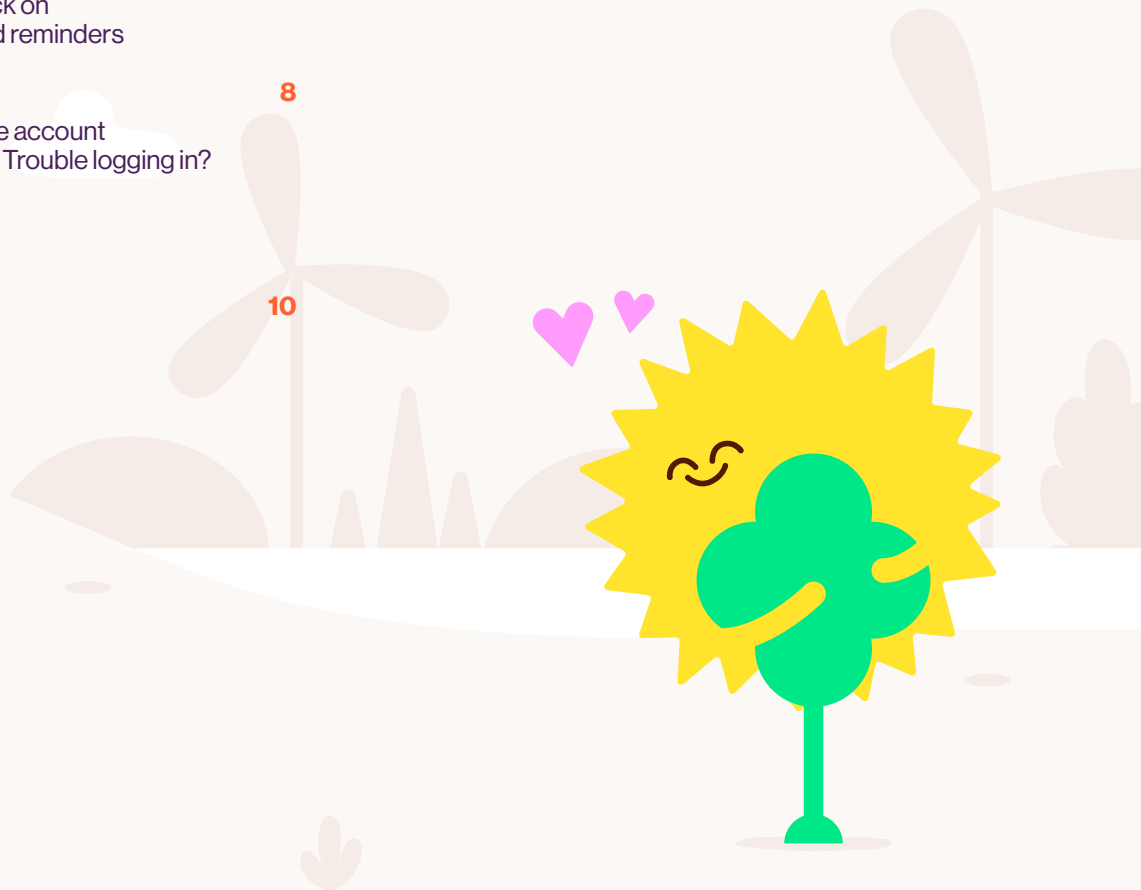
Handy info.

8

The benefits of an online account
Forgot your password? Trouble logging in?
Going away
Saving energy
Moving home

How to get in touch.

10



Topping up is easy-peasy.

A benefit of paying in advance for your energy is that you have control over your spending and budgeting.

When we switch or fit your meter, **you've got 3 working days** to make your first top up (Monday to Friday – excluding bank holidays). If you don't have any credit on your meter by 10am on the 4th working day it'll disconnect, and you'll need to top up to get your supply back on.

Ways to top up.

By debit or credit card.



In your online account at 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 collects your daily standing charge from your meter balance, around midnight every day.

If you're struggling to pay.

Visit eonnex.com/paymenthelp or get in touch – we might be able to offer you extra credit (you'll still need to pay this back). We can set up long term, affordable repayment plans and also give you details of where to go to get free independent advice.

If you have a debt repayment plan.

Your meter collects 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 you've agreed debt repayment through both meters, each meter will collect the agreed repayment amount separately.

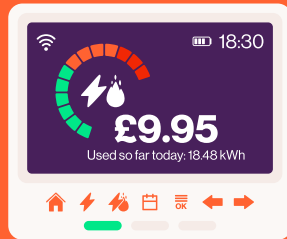
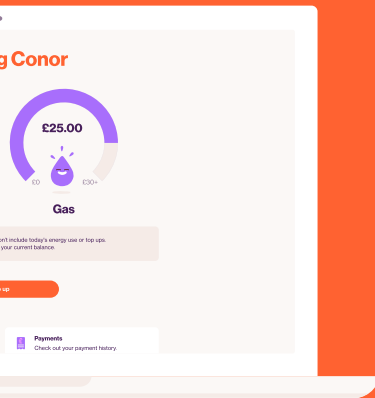
How to check your balance.

Check your balance and 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 around 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.



Using 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, head to 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/spayg and check out our 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 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 – visit eonnex.com/login.

Forgot your password or have problems logging in?

Visit 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.

Moving home.

Visit eonnex.com/moving or get in touch and we'll take care of the rest.

Saving energy.

Your in-home display has features to help you keep track of your energy use and budget. Visit eonnex.com/energy-efficiency for extra energy saving tips.

How to get in touch.

Head to eonnex.com/help/spayg if you need support with your Smart PAYG meter.

Or get in touch and we'll do all we can to help - send us a message 24/7 on WhatsApp (**0808 501 5200**), email us at hi@eonnex.com (8am-10pm every day). Or call us on **0808 501 5200**, Monday to Thursday, 9am-5pm and Friday, 9am-4pm.



e.on
next

E.ON Next Energy Limited, Registered Office:
Westwood Way, Westwood Business Park,
Coventry, CV4 8LG. Registered in England &
Wales, No. 03782443.

