

# Your electricity prepayment guide.

Please keep me in a safe place.



*e-on*  
**next**

# Let's get started.

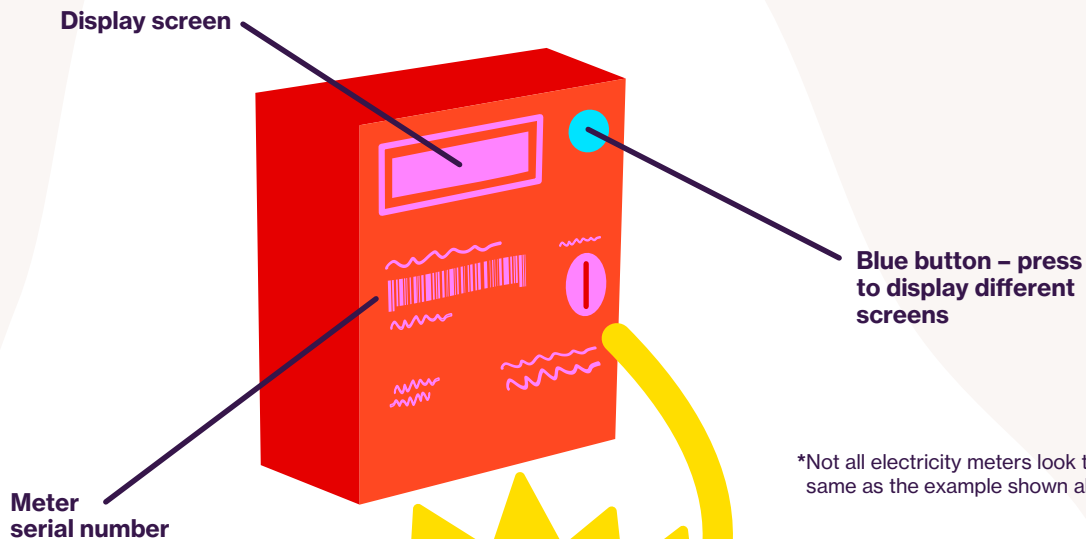
Please throw away any old keys straight away. Using an old key may cause errors on your meter, which could affect your electricity supply. It could also change the pricing on your meter and you may end up paying too much, or in some cases you might not pay enough, leading to a debt that you'll need to pay back.

When we install your meter, we'll put £30 credit on it so you have energy while we get your top up key to you (you'll need to pay this back when you top up). Make sure you top up before you've used all your credit to avoid being disconnected.

You'll need to register your new electricity key before you can top up with any credit.

All you need to do is pop your key into the meter and leave it there for 2 minutes or until it beeps, simple. Make sure you use up all your credit on your old key before using your new key.

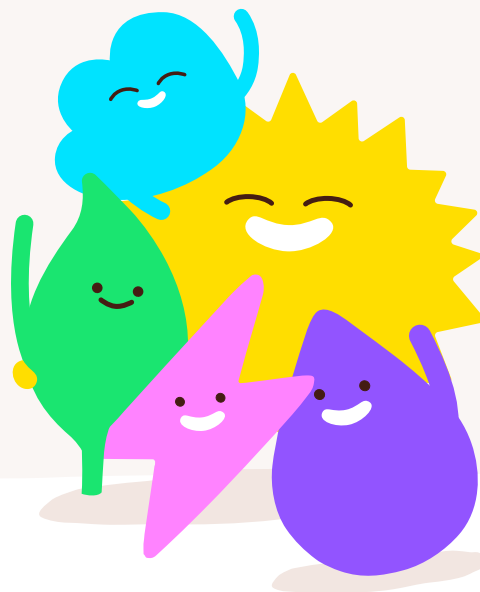
## Prepayment electricity meter\*

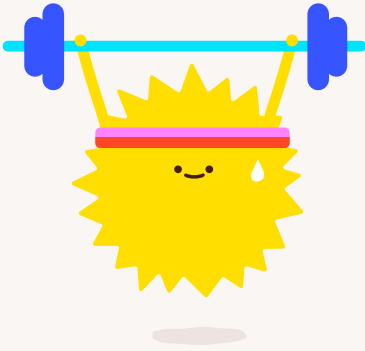


\*Not all electricity meters look the same as the example shown above

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# Topping up.

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

You can top up at any Payzone, PayPoint or Post Office outlet.

To find your nearest outlet call us on:  
**0808 501 5200.**

## Or look out for these logos.



It's easy to top up at one of these outlets. Just hand them your key with the amount of money you want to top up, a minimum of £1 is needed (full pounds only). They'll put the credit on your key, which will transfer to your meter when you put it back in.

## Beware of scammers.

Please be aware that we will never sell you credit at your home. Be safe, only top up at the authorised outlets mentioned above.

# Emergency credit.

**If you don't keep your meter in credit, your electricity will go off supply.**

## What if I can't get to a shop?

Don't worry, for emergencies your meter will make £10 emergency credit available to you. You'll need to pay this back when you next top up.

If you want to use your emergency credit and you've got less than 50p left; put your key in the meter then press the blue button. Your meter may make a noise when your emergency credit is available to use.

Your meter also has 'friendly hours' which means you won't get cut off in winter between 6pm to 9am and in summer from 7pm to 10am – you'll still get electricity even if you run out of credit (these times may vary depending on meter type).

Your meter will collect the value of electricity used when you next top up. Make sure you pay back what you owe and go into £1 credit for the emergency credit to be available next time you need it. Most electricity prepayment meters will still collect the daily standing charge and any debt repayments while the emergency credit is in use.

# Paying a debt through your meter.

Your meter will collect any outstanding debt balance, at the rate we've agreed with you.

You'll need to top up enough to cover your weekly repayment amount, regular energy usage and daily standing charge.

Your electricity meter will take money for this debt until the weekly repayment amount has been paid in full. Any money owed to the meter will be taken in full before you get electricity.



## To see how much your meter is collecting.

1. Insert your electricity key into the meter.
2. Press the blue button until you see the letter 'S' which will show you the outstanding balance left on your meter.
3. Press the blue button again until you see the letter 'T'. This will show your weekly collection rate.

# Thinking of changing meter type?

## Switching to Smart Pay As You Go.

Think of it as a prepayment smart meter. Smart Pay As You Go combines the flexibility of a prepay tariff with the convenience of a smart meter. You'll get an in-home display, which you can use to view and manage your energy use in the comfort of your own home.

Switching to a Smart Pay As You Go meter means you can top up anytime on our app, online, by phone or at the shop.

## Switching to a credit meter.

You'll use energy and pay for it monthly by Direct Debit or we'll send you a bill.

We'll need to change your meter (we may charge you for this). And you'll need to pass a credit check and your account must be up to date.

## Want more info on switching meter type?

Get in touch with us (our contact details are on the last page) and we'll go over your options with you.

# Moving home.

Please tell us as soon as possible if you're moving. We don't want you to end up paying for someone else's energy.

## Simple steps for moving day.

### Step 1

Take meter readings and make a note of them.

You're going to need these to close your account with us.

### Step 2

If your new home has a prepayment meter with us, just get in touch and request a new key in your name.

If you don't, any credit you buy may go to the previous occupier's account and not yours.

### Step 3

Call us on **0808 501 5200** or email us at **hi@eonnex.com** to let us know when you're moving, and the readings you've taken.

### Step 4

Leave your electricity key behind at your old property.

It will only work in the meter at that property.

# Make a note of your meter readings.



## Old property meter readings:

Gas: \_ \_ \_ \_ \_

Electricity: \_ \_ \_ \_ \_

## New property meter readings:

Gas: \_ \_ \_ \_ \_

Electricity: \_ \_ \_ \_ \_

### Important.

Please make sure that you tell us if you're moving and send us your final meter reading. If you don't someone else could run up a debt in your name. This debt could be passed to a debt collection agency which may affect your credit rating.

# What to do when things go wrong?

## Problem

## Explanation

### No electricity supply

The meter may require more credit. If the screen is blank there could be a power cut, call 105 from any UK landline or mobile.

If a fuse has blown or a main switch has failed, you will need to call an electrician.

### Errors D1, D2, B4, D4 & D6

Your meter is unable to read the information on your key. Try wiping the chip on your key with a clean, dry and soft cloth and re-insert.

Please do not use cleaning products. If you're still having problems, just call us on **0808 501 5200**.

# Stay warm in winter.

When it starts getting colder, it's normal to use more energy.

You can plan for the winter by topping up a little bit more in the summer to build up a credit on your meter.

Please don't rely on your emergency credit – make sure you have enough credit available during the winter months.

## Daily standing charge.

Your meter will collect your daily standing charge even when you're not using energy.

## If you think your meter is taking too much money.

You may notice that you need to put more money in your meter over the winter period as you use your heating and other appliances more during the colder months.

If you owe any money that you're paying back through your meter, you'll need to pay the weekly fixed amount plus the energy used in your home. If you don't top up one week, your meter will take more until you've caught up on your debt repayments.

# Saving energy.

Reducing the amount of energy you use, will help reduce your energy costs.

We've popped a few energy saving tips below – for more visit [eonnex.com/energy-efficiency](http://eonnex.com/energy-efficiency).

1. **Don't leave items on standby.** Even on standby, electricity is still being used
2. **Turn off lights when leaving a room.** And switch to energy saving bulbs
3. **Swap a bath for a shower.** It can halve the amount of hot water you use
4. **Don't overfill your kettle.** Only boil the amount of water needed
5. **Watch your windows.** Draw blinds and curtains at dusk to help keep warmth in but open during the day to take advantage of the sun
6. **Wise-up your washing machine.** Use a quick cycle and try washing at a lower temperature
7. **Ditch the dryer.** A tumble dryer uses large amounts of electricity, if possible put the washing on a line or use a clothes horse



# Help and support.

## Energy help and support.

We've got lots of payment help at [eonnex.com/paymenthelp](https://eonnex.com/paymenthelp) (including links to payment support). You could also talk to other E.ON Next customers in our community at [community.eonnex.com](https://community.eonnex.com).

Or get in touch with us (our contact info is over the page) and we'll do all we can to help.

If you'd prefer independent energy help and support, contact the below organisations.

## National Debtline.

Free service offering debt advice.

[nationaldebtline.org](https://nationaldebtline.org)

0808 808 4000

## StepChange.

Offers free advice to help people overcome their debt problems.

[stepchange.org](https://stepchange.org)

0800 138 1111



## Citizens Advice.

Advice for energy and money problems (all calls are free).

If you live in England or Wales, head to [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call 0808 223 1133. Relay UK: 18001 followed by 0808 223 1133.

If you live in Scotland visit [energyadvice.scot](https://energyadvice.scot) or call Advice Direct Scotland on 0808 196 8660. Relay UK: 18001 followed by 0808 196 8660.

## Energy Saving Trust.

Offer energy efficiency advice and clean energy solutions.

[energysavingtrust.org.uk](https://energysavingtrust.org.uk)

0800 444 202 (England), 0808 808 2282 (Scotland), 0808 808 2244 (Wales), 0800 111 4455 (Northern Ireland).

## Extra help for those who need it.

If someone in your home needs extra support because of a disability or long-term illness, or if people of pensionable age or children are in your household – please let us know by signing up to our **Priority Services Register** at [eonnex.com/psr](https://eonnex.com/psr) (you can update your details any time). Or get in touch and we'll sort this out.

# Getting in touch.

## Questions or support.

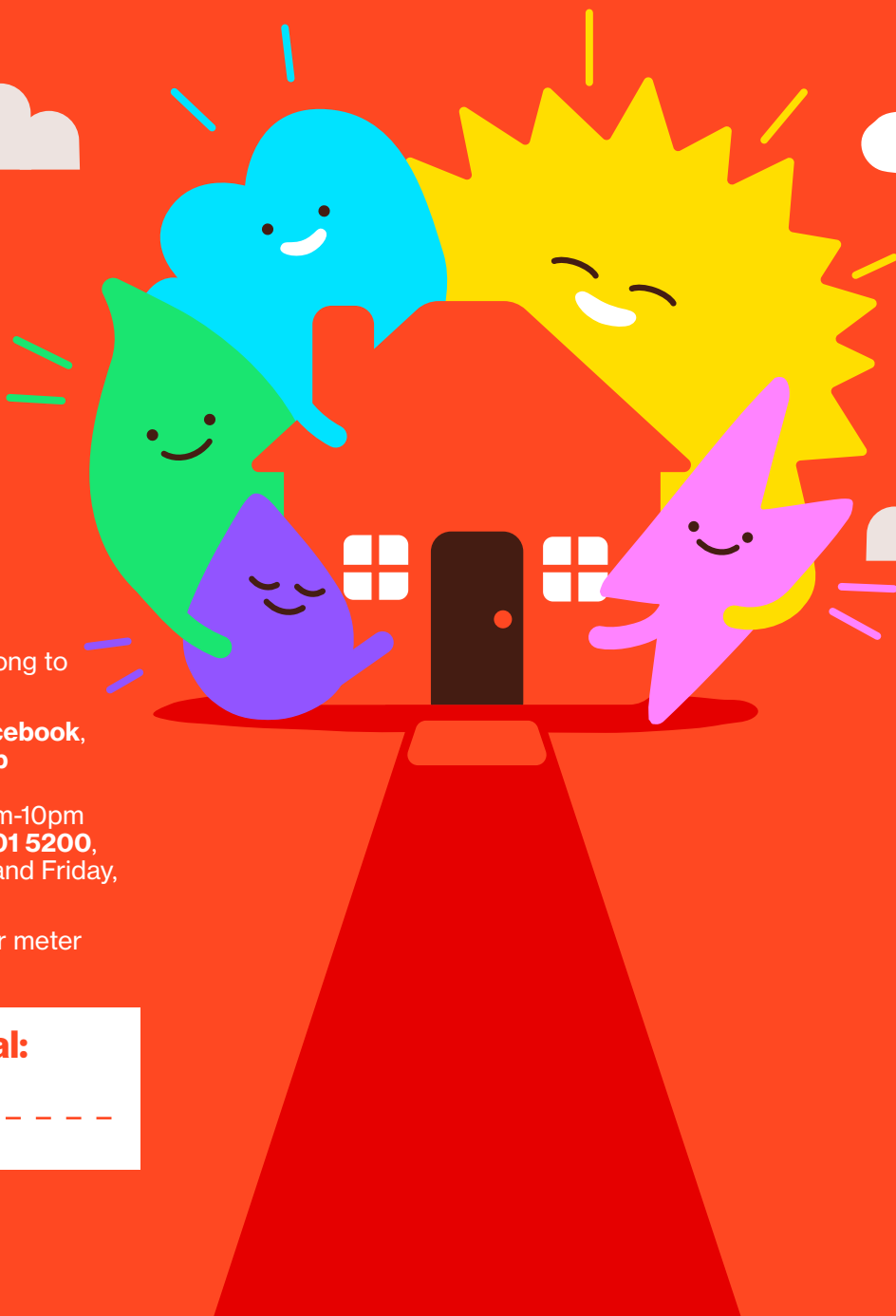
If you have any questions, pop along to [eonnex.com/prepayment](https://eonnex.com/prepayment).

You can message us 24/7 on **Facebook**, **X** (formerly Twitter) or **WhatsApp** (0808 501 5200) or email us at [hi@eonnex.com](mailto:hi@eonnex.com) (we're here 8am-10pm every day). Or call us on **0808 501 5200**, Monday to Thursday, 9am-5pm, and Friday, 9am-4pm.

If you call us, we may ask for your meter serial number. Write it below.

**Electricity meter serial:**

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