

Keeping your energy flowing

I'm your handy guide to prepayment
gas meters - please keep me in a safe place



e-on
next

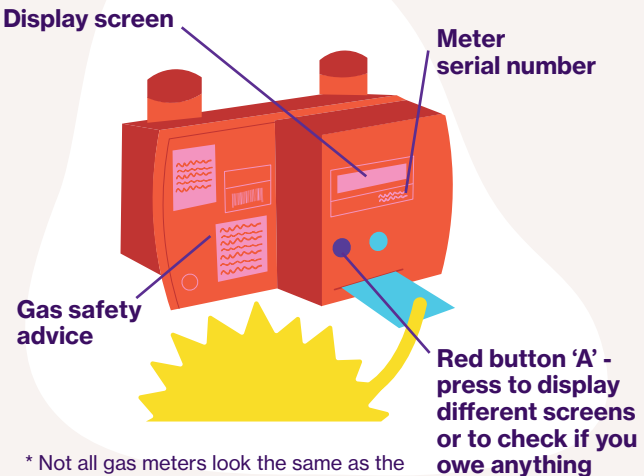
Let's get started.

First you'll need to register your new gas card before you can top up with any credit.

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

Great, now that you've registered your new card please dispose of any old cards straight away. Using an old card may cause errors on your meter which could affect your gas 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.

Prepayment gas meter*



* Not all gas meters look the same as the example shown above

Contents.

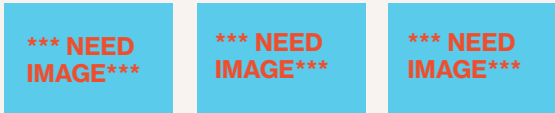
Topping up.	4
Emergency credit.	5
Paying a debt through your meter.	6
Don't forget to top up weekly.	7
How does my gas meter collect what I owe?	8
Thinking of changing to a credit meter?	9
Moving home?	10
What to do when things go wrong?	12
Keeping warm in winter.	14
Reducing your energy usage.	15
Independent advice agencies.	16
Contact us.	18

Topping up.

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

To find your nearest outlet call
0808 501 5200

Or look out for these logos.



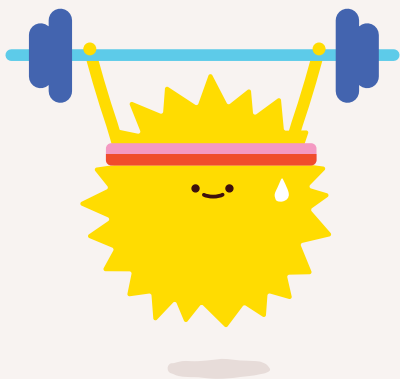
It's easy to top up in one of these outlets. Just hand them your card with the amount of money you want to top up, a minimum of £1 is needed (full pounds only). They'll put the credit on your card, which will transfer to your meter when you put it back in.

Your gas meter will ask you to press the red button 'A' to transfer the credit.

Remember to turn off all your gas appliances if you've run out of credit before topping up again, to reduce the risk of a gas leak.

Beware of fraudsters.

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



Emergency credit.

If you don't keep your meter in credit, your gas supply will disconnect.

What if I can't get to a shop?

Don't worry, for emergencies your meter will make £5 available to you (your emergency credit). 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 £2 left; put your card in the meter then press the red button 'A'.

Using emergency credit.

When you're using emergency credit your meter won't be able to collect the daily standing charge. When you next top up you will need to pay this back along with any emergency credit you've used.

Your gas meter may disconnect overnight.

Paying a debt through your meter.

Your meter will collect any outstanding balance, if there is one, 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 gas meter will take money for this debt until the weekly repayment amount has been paid in full. It will take this amount from your first top up after a Wednesday morning each week, and every top up after that until your weekly amount is paid. Any money owed to the meter will be taken in full before you get gas.

To see how much your meter is collecting

1. **Insert your gas card into the meter**
2. **Press and hold the red button 'A' until you hear a beep or the display on the meter changes**
3. **Now press the red button 'A' again until you get to screen 26**
4. **Screen 26 will show you your weekly collection rate**
5. **Screen 27 will show you the total debt balance left to pay.**

Don't forget to top up weekly.

What if I don't top up gas every week?

It's part of your agreement to top up your meter with credit every week even if you aren't using energy. This is to ensure that your debt is repaid in line with your repayment agreement.

If you don't keep up the repayment schedule, the meter will take an amount each night from any available credit until the repayments are up to date.

If you don't top up your meter, we'll carry on taking a higher weekly debt repayment amount until you've caught up with your payments.

If you're struggling to pay for your gas, please tell us as soon as possible on **0808 501 5200** or email us at **hi@eonnext.com**. We're here to help.

There are also independent agencies that can help if you've got multiple debts or need financial advice and support. An independent money advice agency such as StepChange Debt Charity, National Debtline or Citizens Advice may be useful. See page 16 for the contact details of these organisations.

How does my gas meter collect what I owe?

Your meter will first check to see if anything is owed before giving you credit for gas. If you have a weekly repayment rate the meter will take this amount from your first top up after a Wednesday morning each week.

The top up will be allocated as shown in the examples below:

	With a debt	Without a debt
Step 1 Value of top up (full pounds only).	£10 top up	£10 top up
Step 2 Is there a weekly repayment rate?	£5 weekly repayment amount	£0 weekly repayment amount
Step 3 Is there any Emergency Credit or Standing Charge owed?*	£2 emergency credit and standing charge	£2 emergency credit and standing charge
Step 4 Any remaining credit will be allocated for gas	£3 credit for gas	£8 credit for gas

8

*Press the red button 'A' to check the owed screen

Thinking of changing to a credit meter?

Prepayment meters can be good if you want to be more in control of how much energy you use. Changing to a credit meter might give you access to the best energy deals from E.ON Next or other suppliers.

If you want to swap to a credit meter we may run a credit check first. We do this so we know what payment option to offer you. We don't want you to get into debt, it's not good for you or us.

We'll change your meter (we may charge you for this), as long as you pass a credit check and your account is up to date.

If you'd like to switch to a prepayment tariff with another supplier and there's a debt of less than £500 for either electricity or gas on your account, you may be able to take this debt with you to your new supplier.

You can call us on **0808 501 5200** to talk about your options, or email us at **hi@eonnext.com**.

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 E.ON Next contact us to request a new card 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 gas card behind at your old property.

It will only work in the meter at that property.

Don't forget to give us 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 provide 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

Smell gas

You may have a gas leak

Call help
shown on your meter display

Cold weather/letting the meter run out of gas completely causing the valves to shut

Battery fail
shown on your meter display

The battery has a fault and needs replacing

Card not accepted,
shown as **M*******
or **M-----** on your meter display

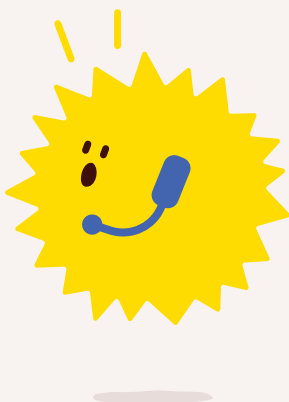
The meter has a fault

Blank screen

The meter has a fault

Cardfail 04, 28, 35, 38 shown on your meter display

The meter is unable to read the card



Solution

Prevention

Call the Gas
Emergency Service on
0800 111 999

Call us on
0808 501 5200

Call us on
0808 501 5200

Call us on
0808 501 5200

Call us on
0808 501 5200

Make sure your card
is clean – wipe clean
with a soft cloth. **DO
NOT USE CLEANING
PRODUCTS** and re-
insert the card. If this
does not work call us
on **0808 501 5200**

Always ensure that your
meter is topped up with
enough credit so you don't
run out of gas.

Use your emergency credit
as little as possible.

Only use your own gas
card in the meter.

If the battery symbol
appears contact us before
it runs out completely.

Only use the gas card
issued to you and try to
keep your gas card clean
and dry to prevent any
damage to the chip.

Keeping warm in winter.

When it starts getting colder, and the nights draw in, 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 plenty of credit available during the winter months.

Daily standing charge

Your meter will collect your daily standing charge even when you're not using energy. So if you don't keep your gas meter topped up over the summer, you'll need to pay off the unpaid standing charge in one go to get your gas back on.

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.

Reducing your energy usage.

By reducing the energy you use, this will help to reduce your energy costs. Some simple hints and tips include:

1. **Turn the heating down a little and save a lot.** Two thirds of the energy you use goes on heating and hot water
2. **The key to radiators.** If cool at the top and warm at the bottom they require bleeding (letting out trapped air)
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



Independent advice agencies.

Additional support and advice

The agencies below have more energy saving ideas for you.

Energy Saving Trust

0800 444 202
(England)

0808 808 2244
(Wales)

0808 808 2282
(Scotland)

energysavingtrust.org.uk

Smart Energy GB

smartenergygb.org

If you're struggling to pay

We're here to help, so if you feel the payments aren't realistic for you, please contact us. We've also included details of where to go for free, confidential and independent debt advice:

National Debtline

Free service offering debt advice.

0808 808 4000

nationaldebtline.org

Citizens Advice

Aims to provide advice people need for problems they face. They're also able to support benefit checking.

0344 4111 444
(England)

0344 477 2020
(Wales)

0808 223 1133
(Scotland)

citizensadvice.org.uk

Money Advice Trust

A charity that helps people to tackle debts and manage their money wisely.

moneyadvicetrust.org

StepChange

A charity offering free advice to help people overcome their debt problems. We recommend you complete the budget form on their website before making the call or use their free online debt advice tool.

0800 138 1111

stepchange.org

Christians Against Poverty (CAP)

A free service, which helps to work out a realistic budget, prioritising essential bills and negotiating affordable payments to creditors, regardless of religious beliefs.

0127 476 0720

capuk.org



Contact us.

Smell gas?

Call the Gas Emergency Service on
0800 111 999

Questions or advice

If you have any questions,
why not pop along to **eonnext.com**,
or contact us at **hi@eonnext.com**,
or call us 9am-5pm Monday to Thursday
or 9am-4pm Friday on **0808 501 5200**.

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

Gas Meter Serial Number:



e.on
next

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

