

Flowing with positive renewable energy.*

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



e-on
next

Let's get started.

First 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 two 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 meter¹

Display screen

Meter serial number



Great, now that you've registered your new key please dispose of 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.



Blue button - press to display different screens

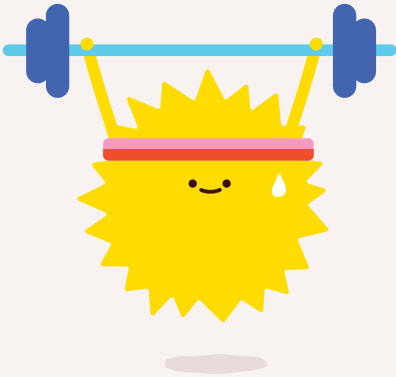
¹Not all electricity meters look the same as the example shown above

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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.

*** NEED
IMAGE***

*** NEED
IMAGE***

*** NEED
IMAGE***

It's easy to top up in one of the 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 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 electricity 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 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 has non-disconnection times where you'll still get electricity even if you run out of credit. 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.

Remember we won't cut you off at night.

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 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 you your weekly collection rate.

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@eonnex.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 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.

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

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**.

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.

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. 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

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.

moneyadvice.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.

Questions or advice

If you have any questions, why not pop along to eonnex.com, or contact us at hi@eonnex.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.

Electricity Meter Serial:

* Electricity sourced from E.ON's renewable generation assets, supply agreements with independent UK wind generators and the purchase of renewable electricity certificates. The electricity supplied to your homes comes from the National Grid.

Find out more at eonnex.com/about.





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