

Keeping your energy flowing.

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



e-on
next

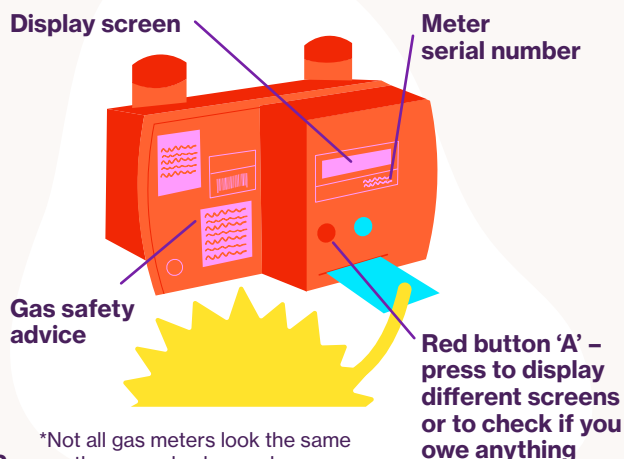
Let's get started.

When we install your meter, we'll put £30 credit on it so you have energy while we get your top up card 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 gas card before you can top up – just pop your card into the meter and leave it there for two minutes or until it beeps. Use all your credit on your old card before using your new card.

Please throw away 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 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

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Topping up.

Paying in advance for your energy means 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 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 the card 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 scammers.

Please be aware that we'll 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 gas will go off supply.

What if I can't get to a shop?

Don't worry, for emergencies your meter will give you £10 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'll need to pay this back along with any emergency credit you've used.

If you run out of emergency credit your gas meter may go off supply overnight.

Paying a debt through your meter.

Your meter will collect any outstanding balance for the agreed amount – you'll need to top up enough to cover your weekly repayment, energy use and daily standing charge.

It will also take money for this debt until the weekly repayment has been paid in full – this will start from your first top up after 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. **Put 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. **Press the red button 'A' again until you get to screen 26**
4. **Screen 26 will show you your weekly collection amount**
5. **Screen 27 will show you the total debt balance left to pay**

Don't forget to top up weekly.

But I don't need to top up my gas every week.

If you have a debt on your meter it's part of your agreement to top up your meter with credit every week (even if you're not using gas). This is to make sure your debt is repaid in line with your repayment agreement.

If you don't top up your meter and keep up your repayment schedule, the meter will take an amount each night from any available credit (this could be a higher weekly repayment amount) until you've caught up with your payments.

Struggling to pay?

We have lots of payment help and support information on page 16.

If you've got multiple debts or need financial advice and support, an independent money advice agency such as StepChange, National Debtline or Citizens Advice may be useful. See page 16 for their contact info.

How does my meter collect what I owe?

Your meter will check to see if anything is owed before giving you credit for gas. If you have a weekly repayment, the meter will take this amount from your first top up after 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?	£5 weekly repayment amount	£0 weekly repayment amount
Step 3 Is 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

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

Prefer a different meter?

If you'd like to change your meter type we'll need to exchange your meter for a new one. We'll always offer you a smart meter, which comes with an in-home display so you can track and manage your energy. We understand that occasionally smart meters aren't suitable for some homes – get in touch and we'll let you know your options.

Smart Pay As You Go.

Smart Pay As You Go offers the flexibility of prepayment with the convenience of a smart meter – you can top up any time in our app, online, by phone or at the shop.

Switching to a credit meter.

You'll pay for your energy monthly by Direct Debit or we'll send you a bill (which you'll need to pay in 7 days). We'll also run a credit check and your account must be up to date.

Want more info?

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

If you switch to a prepayment tariff with another supplier and have a debt of less than £500 for either electricity or gas, you may be able to take this debt with you.

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.

Make a note of your meter readings.



Old property readings:

Gas: _ _ _ _ _

Electricity: _ _ _ _ _

New property readings:

Gas: _ _ _ _ _

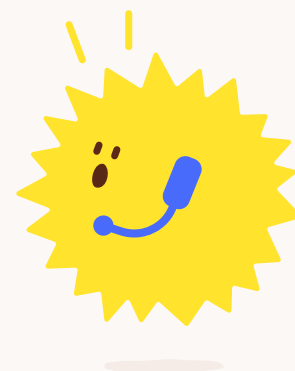
Electricity: _ _ _ _ _

Important to know.

If you don't tell us you're moving and send your final meter readings – 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.	Solution.	Prevention.
You can smell gas .	You may have a gas leak.	Call the Gas Emergency Service on 0800 111 999 .	_____
Call help shown on your meter display.	Cold weather/letting the meter run out of gas completely causing the valves to shut.	Call us on 0808 501 5200 .	Make sure your meter is topped up with enough credit so you don't run out of gas.
Battery fail shown on your meter display.	The battery has a fault and needs replacing.	Call us on 0808 501 5200 .	Use your emergency credit as little as possible.
Card not accepted , shown as M***** or M----- on your meter display.	The meter has a fault.	Call us on 0808 501 5200 .	Only use your own gas card in the meter.
Blank screen .	The meter has a fault.	Call us on 0808 501 5200 .	If the battery symbol appears – call us before it goes.
Cardfail 04, 28, 35, 38 shown on your meter display.	The meter is unable to read the card.	Clean your card with a soft cloth – DO NOT USE CLEANING PRODUCTS . Put the card back in the meter. If it still doesn't work call us on 0808 501 5200 .	Only use the gas card issued to you – keep your gas card clean and dry to stop any damage to the chip.

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.

Try not to rely on your emergency credit – please make sure you have enough to cover your winter energy use.

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.

Think your meter is taking too much money?

Remember, you'll need to top up more over winter as you use your heating and other appliances more in the colder months.

If you're paying a debt back – please top up enough to cover the agreed weekly amount plus your daily standing charge and the energy you'll use. If you miss a repayment, your meter will take more from your following top ups till you've caught up.

Saving energy.

Reducing how much energy you use will help lower your energy costs.

Visit eonnex.com/energy-efficiency for more tips.

- 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



Help and support.

Energy help and support.

We've got lots of payment help at eonnex.com/help/prepayment-meters (including links to payment support) – or get in touch with us (our info is over the page) and we'll do all we can to help.

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

National Debtline.

Free service offering debt advice.

nationaldebtline.org

0808 808 4000

StepChange.

Offers free advice to help people overcome their debt problems.

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 or call 0808 223 1133. Relay UK: 18001 followed by 0808 223 1133.

If you live in Scotland visit energyadvice.scot or call Advice Direct Scotland on 0808 196 8660. Relay UK: 18001 followed by 0808 196 8660.

Energy Saving Trust.

Offers energy efficiency advice and clean energy solutions.

energysavingtrust.org.uk

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

Mind.

If you're worried about how money can have an impact on your mental health, you could talk to our charity partner Mind.

mind.org.uk

0300 123 3393

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 on our Priority Services Register at eonnex.com/psr (you can update your details any time). Or get in touch and we'll sort this out.

Getting in touch.

Smell gas?

Call the Gas Emergency Service on **0800 111 999**.

Questions and support.

If you have any questions, pop along to eonnex.com/help/prepayment-meters.

You can message us 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.

If you call, we may ask for your meter serial number, so why not write it below.

Gas meter serial number:



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next

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