

# Services

## for pre-payment customers

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Our Codes of Practice are available in a variety of different formats. Please contact the Customer Service Centre on 0845 059 9905 or Minicom freephone 0800 056 6560 for a copy in:

- braille
- large print
- audio cassette
- alternative language.





## Introduction

At E.ON we want to make it as easy and convenient as possible for you to pay for your energy. A prepayment meter is a payment option which allows you to pay for your gas and electricity as you use it. You make your payments at one of our many agents, and the meter is charged through the insertion of tokens, smart cards or a key.

The purpose of this Code is to explain the use of prepayment meters in more detail. The main advantages of prepayment meters are:

- they make budgeting easy because you pay for your gas and electricity as you use it
- you can pay a debt off at the same time as paying for your gas or electricity as you use it
- where you do not meet our credit vetting requirements, a prepayment meter can be installed to provide you with a supply of gas or electricity
- you'll receive an account showing your usage and the payments you've made, plus your current account balance every 6 months.

### **Please consider the following when having a prepayment meter installed:**

- If you don't keep the meter charged sufficiently, you'll lose your gas or electricity supply until you insert more credit.
- It's important that you continue to put credit into your meter to pay for standing charges, even during the summer month where you may be using less energy.
- The prepayment charges may be more than other payment methods due to the additional administration and metering costs of the product. We'll write to you at least once every three years to advise you of alternative payment options and tariffs available to you. Alternatively, you can contact us at any time to discuss all the options available to you.

## When will a prepayment meter be installed in your home?

### **A prepayment meter may be installed in the following circumstances:**

- When you've requested it and we agree that it's a suitable payment method.
- Where you don't satisfy our credit vetting requirements, a prepayment meter may be installed to provide you with a supply of gas or electricity.
- When you request it to pay an outstanding balance and we agree that it's the best payment option.
- Where you've defaulted on an agreed payment arrangement to pay off a debt.
- If no other suitable payment arrangement for your arrears can be agreed, a prepayment meter may be installed to avoid disconnecting your energy supply.



Please note: prepayment meters will only be fitted by a qualified engineer and if it's safe and practicable to do so. We won't normally charge to fit a prepayment meter, but may do so in exceptional circumstances. If we incur additional costs such as applying for a Rights of Entry warrant when fitting a prepayment meter we'll charge these to you. If you disagree with us fitting a prepayment meter, please call to discuss this with us. If we're unable to reach a satisfactory conclusion, then you may follow the relevant complaints procedure. Please refer to the Code of Practice on 'Complaints to the company'.

## How to use your prepayment meter

Your meter will store details of any debt repayments that may have been set and this information is available to you through the meter.

We provide help and advice on how to use your meter, so please call us if you have any difficulty or queries.

## Where to make payments

We'll tell you all the outlets in your area. If you're unsure, please contact us for details of your nearest outlet.

We primarily use PayZone and Paypoint machines. The machine available for you to use will depend on the region you live in.

These machines are available at an extensive network of outlets which should ensure that you're never far from a charging facility. We regularly review the outlet coverage provided and will consider any requests for additional outlets where there's sufficient demand.

You must use the key or card that we provide you with to buy credit and you must only buy credit from our approved outlets.

If you don't do this, the payments you make will not show on your account and you'll be responsible for paying any outstanding debt.

All authorised outlets will provide you with receipts as proof of purchase and these should be used to check the payments shown on your accounts. We may also request copies of these in the event of a query, so please keep them safe.

If you require further help on locating an outlet please contact us free of charge (see 'Contact us' on page 9).



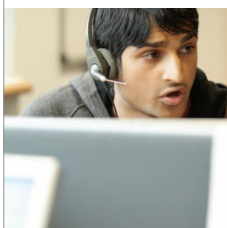
## What happens if the machine at your local outlet is faulty?

If one of the machines breaks down, it will normally be repaired within four hours of reporting the fault. If you have a token meter, any transactions can still be carried out manually.

However, please make sure that you save your receipt as this is your proof of payment. We may ask for copies of these in the event of a query.

For a key or smart card, you'll need to visit a different outlet in the area, or wait for the machine to be repaired.

Please call us if you need to know the location of another outlet. Remember, you may still be able to obtain gas and electricity while the machine is being repaired by using the emergency credit facility on your meter. For more information please see 'Emergency credit' on page 7.



## What to do if your payment tokens, key card or smart card are faulty or lost

It's important you only buy credit with the correct card, key or token that we provide you with and that you only use our approved outlets. Otherwise payments you make won't be credited to your account and you'll be responsible for paying any outstanding bill.

We would like to change this meter to a newer, more modern key meter that will automatically update following any price changes. Please contact us to arrange a suitable appointment.

### Token meter

You can exchange unused tokens free of charge from the outlet where they were purchased. If your token is not registering or is lost, please contact us and we'll send you a new one. Please note: you can still purchase tokens from your local outlet providing you have a record of your account number.

### Key meter

You'll need to call us for a new key. The replacement key must be registered in your meter as soon as you receive it. Once this is done, you can charge the replacement key with credit at your local outlet.

### Smart card

Your local outlet can provide you with a replacement card and allow you to put credit on it.

Once this has been done, you need to take the card back to your local outlet and charge the card with credit. It's then ready for use.

In most instances, if you've bought credit on your key or card and you lose the key/card before you insert it in your meter, you won't lose this credit. Each time you pay at an authorised outlet, your account is credited with your payment. However, it's important that you retain your receipt as proof of payment.

Please contact us immediately so that we can advise you (see 'Contact us' on page 9).

Please note that we may charge you for a replacement card or key if you lose or damage either.

## What to do if you think your meter is faulty

If you think your meter is faulty, please call us for advice or assistance. It's important that you advise us of your circumstances when you call. If you call us to report a fault with your meter and you have no supply, we'll try to respond as follows:

### Electricity

Within three hours Monday to Friday if the call is received between 7am and 7pm and within four hours on Saturdays, Sundays and Bank Holidays if the call is received between 9am and 5pm.

### Gas

Within four hours Monday to Friday if the call is received between 8am and 8pm and on Saturdays, Sundays and Bank Holidays if the call is received between 9am and 5pm.

For both gas and electricity, we'll visit the next day if you call us out of these hours. Where your meter is faulty, if we don't attend within the agreed appointment we'll pay you £20 compensation.

Please note: if we visit and no fault is found we may charge you for the visit.

For gas meters, in the event of your gas engineer being called to attend a gas escape emergency, this will take priority over your visit and we may have to rearrange your appointment.

If you're without supply because the meter has run out of credit, we'll normally only respond to a request for a visit under exceptional circumstances. We may charge you for this visit and this will be agreed with you before the visit is arranged.

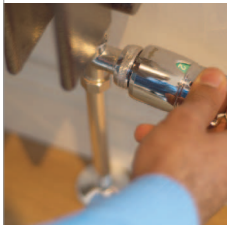
We are keen to ensure that your individual circumstances are taken into account when discussing a visit, so please ensure that you give us full details.

To contact us please call our Customer Service Centre (see 'Contact us' on page 9).

## How your debt repayment level will be decided

Where you're having a prepayment meter fitted to pay off a debt, we'll take into account the information you provide on what you can afford, including whether you're in receipt of certain benefits. We'll also take into account information provided by a Citizens Advice Bureau or money advisory group acting on your behalf.

Details of your local Citizens Advice Bureau can be found in the telephone directory. If you would like us to contact them on your behalf please write to us confirming this request. For our address details see 'Contact us' on page 9.

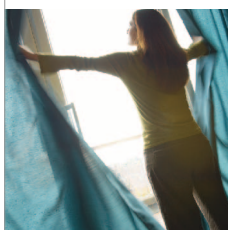


When making an arrangement to pay a debt, we can agree flexible weekly repayments to suit your needs. It's important that you give us full details of your circumstances, including any benefits you may be claiming, so that we can agree an alternative repayment rate with you. If we've been unable to talk to you prior to the fitting of a prepayment meter with a debt, we'll normally arrange for this to be collected through the meter at £10 a week. It's important that you tell us if you can't afford this amount.

We'll provide you with a statement giving details of the date the meter was fitted, the total debt outstanding, the weekly debt recovery amount and the amount of emergency credit available.

You can also obtain information on the meter settings through your meter. If you require assistance with this, please contact us. If your circumstances change or you can't afford the agreed debt repayment levels, again please contact us. We'll re-assess your circumstances and can arrange for the meter to be adjusted to collect a new repayment amount.

## What happens when you finish paying off your debt?



The majority of prepayment meters will automatically reset to collect only for the energy you're using, together with any fixed weekly charges. If your meter does not automatically reset, please contact us and we'll arrange an appointment to do this.

Once your meter has been read and reset we'll send you an updated account. If this shows a credit balance which you would like refunded, please contact us and we'll arrange for a cheque to be sent to you.

## What happens if we change our prices?

When we change our prices, we'll aim to arrange for the setting on your meter to be changed from the date the prices apply.

This may vary according to the type of prepayment meter you have fitted.

For key, smart card and Quantum meters, this is usually done within two days and will take effect the next time you top up your meter. For token meters, which need to be manually reset, this will be done when we next read your meter or by a separate visit within three months, subject to access being gained. If you'd like this to be done sooner, please contact us and we'll offer a convenient appointment. You'll be charged the new prices from the date the new prices take effect and where there is a balance owing, this will be recovered through your meter. A further visit may need to be arranged to do this.

## Changing to a credit meter

Changing to a credit meter is dependent on your circumstances, so please call us to discuss your options:

- **If you've lived at the property for longer than three months and the meter was not fitted to recover a debt, we'll exchange your prepayment meter if you agree to pay by Direct Debit. However, we may require you to contribute to the cost of changing the meter.**
- **If you've moved into your home recently we'll exchange your prepayment meter as long as you meet our credit vetting requirements. There may be a charge for this.**
- **We won't remove the meter if it was fitted to recover a debt, unless we can agree an acceptable alternative payment method. Where we agree to remove a prepayment meter we'll arrange an appointment with you. Please note: if we have to reinstall the meter at a later date, our full costs will be chargeable to you.**

## Emergency credit

All prepayment meters have an emergency credit facility. We recommend that this should only be used as a last resort when you're unable to purchase more credit to sustain your supply. Normally the emergency credit is £5.

If you use all of the emergency credit, your supply will be disconnected. To get your supply reconnected, you'll need to insert enough credit to cover both the value of the emergency credit used and any standing charges which have amounted whilst the supply was off.

You'll also have to insert enough credit to cover your ongoing usage. Any debt payments you agreed to pay will not be collected whilst you're using emergency credit. Therefore it's important that you make up these missed payments to ensure that you don't fall behind with your agreement.

Please don't get into the habit of relying on the emergency credit. The emergency credit facility is there as a safety net to ensure you're kept on supply. You must arrange to buy more credit as soon as possible.



## Energy efficiency advice

Using energy efficiently will not only help reduce your bills but it could also help improve your standard of living, as well as benefiting the environment. Our Energy Efficiency Advice team are qualified to City and Guilds standards and can offer impartial advice on how to save energy, and on the efficiency of appliances, where information is available. (See 'Contact us' on page 9).

## Self disconnection

If you have to stop using energy because you can't afford to buy more tokens or charge your key/smart card, then please ring us immediately. If you don't buy credit from an approved outlet over a period of time, we'll investigate why this has happened. If we feel it's appropriate, we may visit you or contact your local authority.

For ways to save energy and money, please refer to our website at [eonenergy.com](http://eonenergy.com)

If you choose not to use your supply during certain periods (such as holidays), you'll still need to pay standing charges and any payments agreed to repay a debt, so it's important that you purchase credit to cover these costs.

## Moving a meter

If you need your meter to be moved to a more accessible position, we can arrange this for you. If you're of pensionable age, disabled, chronically sick, deaf or blind, we may not charge for this. If you're not eligible for the work to be carried out free of charge, we'll tell you and arrange a quotation. It's then up to you to decide if you wish to go ahead with the work.

## Access to your meter

It's important that you allow us access to your meter. We may need to obtain an exact meter reading, complete a safety inspection, reset your meter or exchange your meter. Please note: if we have to apply for a warrant to gain access to your meter, we'll charge you our costs.

## Moving home

It's important you only buy credit with the correct card or key token that we provide you with and that you only use our approved outlets. Otherwise payments won't be credited to your account and you'll become responsible for payment of the energy used.

If you move home, you must not use a card or key token from your old address. Please contact us and we'll arrange for a new one to be sent to you.

Please also contact us with details of your final meter reading so that we can calculate your energy usage accurately. If you don't provide us with a final meter reading, we'll continue to charge you until we obtain a reading.

If you move into a property with an existing card or token meter please let us know immediately. We can then send you the appropriate card or key and we will be able to bill you accurately.

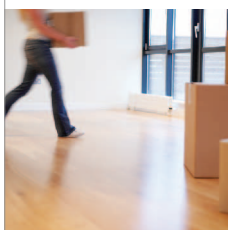
## Changing supplier

If you change supplier, it's important that you use the correct card or key token supplied by us. If you don't do this, payments you make may not be registered to your account and you'll be responsible for payment of the energy used.

If you've transferred your supply to us and are unsure about your card or key token, please contact us immediately (see 'Contact us' on page 9).

## Final account

We'll send you a final account based on the final reading provided and you must pay any outstanding balance in full.



## Help and advice

For advice and information, call us on any of the numbers shown below. If you feel your enquiry hasn't been resolved satisfactorily, please ask to speak to a manager or call our Complaints team on 0845 300 6301.

To help us improve service quality, we may record phone calls from time to time.

## Contact us

**Customer Service: 0845 059 9905**

**Energy efficiency advice: 0845 301 4875**

**Minicom service: 0800 056 6560**

**E-mail: [domestic@eonenergy.com](mailto:domestic@eonenergy.com)**

**Address: E.ON, PO Box 9284 Nottingham NG1 9DU**

## Translation service

We offer a translation service via the telephone. For more information please contact our Customer Service Centre on 0845 059 9905.

## Note

This Code of Practice has been agreed and approved by Ofgem. Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008. This Code of Practice complies with Condition 25 of the Electricity Supply Licence, and Standard Condition 25 of the Gas Supply Licence, both granted to the Company by the Secretary of State. Ofgem will measure our performance against this Code of Practice. Monitoring returns are provided quarterly and procedures have been agreed and set down separately.

Information on how we're performing can be obtained free of charge, on request, from our Customer Service Centre.

We also publish and operate Codes of Practice on:

- **complaints to the company**
- **payment of bills and guidance for customers in difficulty**
- **access to your home or business**
- **energy efficiency**
- **help and advice for customers with special needs.**

You can obtain all these documents free of charge, on request, from our Customer Service Centre. Call 0845 059 9905.

## Useful contacts

### Advice groups

The following organisations may be able to give specialist advice and information:

#### Age Concern England

**Address: Astral House,  
1268 London Road  
London SW16 4ER**

**Telephone: 0800 009 966**

**Website: [ageconcern.org.uk](http://ageconcern.org.uk)**

#### Energy Supply Ombudsman

**Address: PO Box 966,  
Warrington WA4 9DF**

**Telephone: 0845 055 0760  
01925 530 263**

**Fax: 0845 055 0765  
01925 530 264**

**Textphone: 18001 0845 051 1513  
18001 01925 430 886**

**Website: [energy-ombudsman.org.uk](http://energy-ombudsman.org.uk)**

**Email: [enquiries@energyombudsman.org.uk](mailto:enquiries@energyombudsman.org.uk)**

#### National Debtline

**Telephone: 0808 808 4000**

**Website: [nationaldebtline.co.uk](http://nationaldebtline.co.uk)**

#### Energy Saving Trust

**Address: 21 Dartmouth Street,  
London SW1H 9BP**

**Telephone: 020 7222 0101**

**Website: [est.org.uk](http://est.org.uk)**

#### Citizens Advice Bureau

**Telephone: 020 7833 2181**

**Website: [adviceguide.org.uk](http://adviceguide.org.uk)**

#### Consumer Direct

For clear, practical customer advice, contact

**Telephone: 0845 404 0506**

**Website: [consumerdirect.gov.uk](http://consumerdirect.gov.uk)**

#### The Disabled Living Foundation

**Address: 380-384 Harrow Road,  
London W9 2HU**

**Telephone: 0845 130 9177**

**Website: [dlf.org.uk](http://dlf.org.uk)**