



# 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 0345 059 9905 or Minicom freephone 0800 056 6560 for a copy in:

- braille
- large print
- alternative language.

The logo for e.on, featuring the letters 'e.on' in a stylized, lowercase, red font.



## 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 topped up with credit when you insert your key or gas card.

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 a statement showing your usage and the payments you've made, plus your current balance, at least annually.

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

- if you don't keep the meter topped up with credit sufficiently, you'll lose your gas or electricity supply until you put more credit on
- it's important that you continue to put credit into your meter to pay for standing charges for your electricity, even during the summer months where you may be using less energy or away on holiday
- the prepayment charges may be more than other payment methods due to the additional administration and metering costs of the product. 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 'How we handle complaints'.

## How to use your prepayment meter

You make your payments at one of our many agents, and the meter is topped up with credit when you insert your key or gas card.

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.



[postoffice.co.uk](http://postoffice.co.uk)



[payzone.co.uk](http://payzone.co.uk)



[paypoint.co.uk](http://paypoint.co.uk)

## Where to make payments

Our customers can top up at any PayZone, Post Office and Paypoint outlets.

Giving our customers the choice of all three available networks for topping up with credit ensures 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. We do not sell credit top ups door to door.

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 balance.

All authorised outlets will provide you with receipts as proof of purchase and these should be used to check the payments shown on your statements. 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 visit their websites or contact us (see 'Contact us' on page 9).

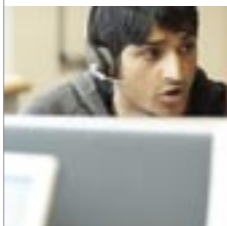
## What happens if the machine at your local outlet is faulty?

If one of the machines breaks down, it will normally be repaired within four hours of reporting the fault. If not the machine will be replaced overnight.

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 gas payment 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 key or gas payment card are faulty or lost

It's important you only buy credit with the correct card or key that we provide you with and that you only use our approved outlets.

### 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.

### Gas card

Call us and we will either send you a new card or arrange for you to pick one up from a local outlet.

### Lost credit

If you've bought credit on your key or card and you lose it before you put 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.

You will need to call us for a refund. Please contact us immediately so that we can advise you (see 'Contact us' on page 9).

## 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.

We'll visit the next day if you call us out of these hours. Where your meter is faulty and we don't attend within the agreed appointment times we'll pay you compensation; £20 for gas meter appointments and £22 for electric.

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.

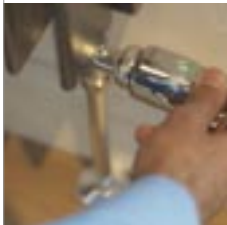
We are keen to ensure that your individual circumstances are taken into account when discussing a visit, so please ensure that you give us full details.

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

## How your debt repayment amount 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 third party 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 repay a debt, we can agree flexible weekly repayments to suit your needs. 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 amount, 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.

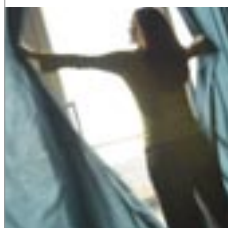
If your statement shows a credit balance after you have repaid your debt which you would like refunded, please contact us and we'll arrange for a cheque to be sent to you.

## What happens if we change our prices?

When we change our prices, we'll aim to arrange for the settings 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 and gas meters, this will take effect the next time you top up your meter.



## 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 never had a debt, or if you've just moved to a house with a prepayment meter, we'll remove the meter if you pass an external credit check.
- We won't remove a prepayment meter if we had to force fit it to collect back money you owed us. If you agreed to have a prepayment meter to repay a balance, once this has been repaid, we'll change your meter if you pass an external credit check.
- The results of the credit check will help us decide which payment methods we can offer you.
- Depending on the result of the credit check, you might need to pay a security deposit.
- If we have to put a prepayment meter back in at a later date, we might ask you to cover the cost of this.

## 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 (electric meters only) which have amounted whilst in the emergency credit.

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 credit for your meter 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 on electricity meters 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 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 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 may have to use an estimate to finalise your account.

If you move into a property with an existing prepayment 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.

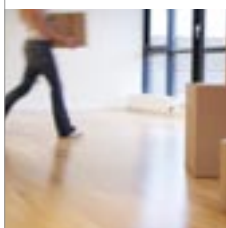
## Changing supplier

If you change supplier, it's important that you use the correct card or key 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, please contact us immediately (see 'Contact us' on page 9).

## Final account

We'll send you a final account based on the final reading 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 0345 300 6301 if you are a business please call 0345 055 0065.

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

## Contact us

**We're open 9am to 5pm, Monday to Friday.**

**Customer Service: 0345 059 9905**

**Energy efficiency advice: 0500 20 1000**

**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 0345 059 9905.

## Note

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 0345 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: **[ageuk.org.uk](http://ageuk.org.uk)**

#### Ombudsman Services: Energy

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

Telephone: **0330 440 1624  
01925 530 263**

Fax: **0330 440 1625  
01925 530 264**

Textphone: **0330 440 1600  
0330 051 1513**

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)**

#### The Disabled Living Foundation

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

Telephone: **0845 130 9177**

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

#### Warmfront

Telephone: **0800 316 2805**

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