



**All you need
to know about
Smart Pay
As You Go**

e.on

**Enjoy a world of choice,
control and convenience**

**It's easy
to top up**

**How to check
your balance**

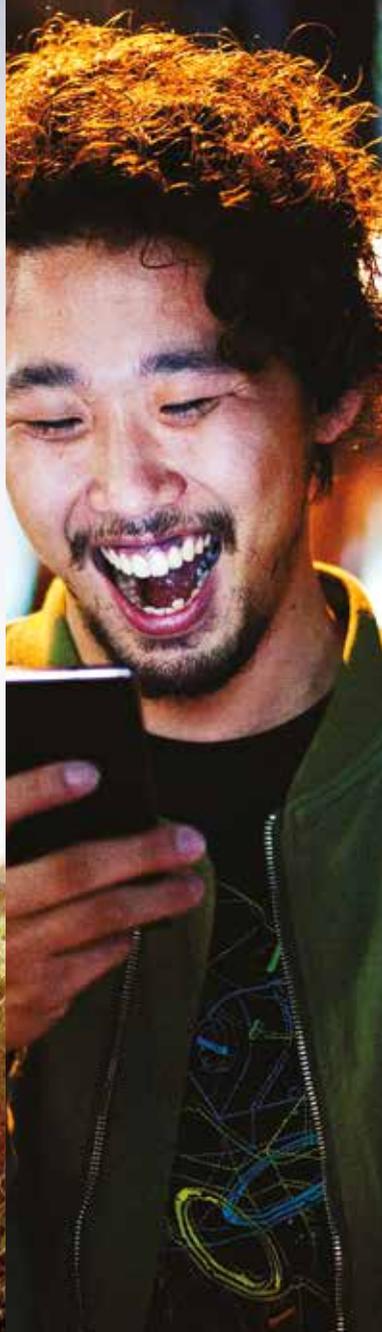
How to top up

 **Log into your online account**

 **Download our app**

 **Give us a call 0800 015 6368**

 **Buy an E.ON top up voucher**



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Welcome to Smart Pay As You Go

A smarter way to pay
for your energy



Take control, save energy and save money, with Pay As You Go.

Because you pay in advance, Pay As You Go means you can:

- Top up on the go
- Get text or email reminders about topping up
- See your balance on your Smart in-home display, online or through our app
- Transfer money between meters
- Say goodbye to unexpected bills

It's easy to top up

When we fit your meter, you've got until 11am the next working day (Mon-Sat not including UK Bank Holidays) to make your first top up. If you don't have any credit on your meter by then it will disconnect, and you'll need to top up or activate your emergency credit to get your supply back on (see page 6).

You can top up:

By debit or credit card

 Online at eonenergy.com/top-up.
Or login to your online account at eonenergy.com/login

 Use our app. Visit eonenergy.com/app from your smartphone or download the app from Google Play or the App Store.

 Freephone our automated service at **0800 015 6368**

By voucher

 Buy an E.ON top up voucher at any Post Office, then redeem it using our app or online at eonenergy.com/redeem

Your standing charge

Your meter will collect your daily standing charge from your meter balance, around midnight every day.

If you have a debt repayment plan

Your meter will collect the amount you've agreed from your meter balance, around midnight every day.

If you have Pay As You Go for gas and electricity, and if you've agreed debt repayment through both meters, each meter will collect the agreed repayment amount separately.

If you're struggling to pay

Get in touch with us, we'll talk through your options and give you details of where to go to get free independent advice.

If a payment doesn't reach your meter

We'll get the payment onto your meter as soon as we can. If you've asked to be contacted by email or text, we'll let you know if we're having problems and advise you what to do. If we can't contact you that way and your payment hasn't reached your meter, you'll need to call us.

How to check your balance

There are three ways to check your balance, usage, unit rates and standing charge, and to see what you owe us on a repayment plan:

-  Check your Smart in-home display or Smart meter
-  Log in to your online account, or
-  Use our app



Watch our helpful videos at
eonenergy.com/payg-help

How to transfer money between meters

If you've got Pay As You Go meters for gas and electricity, you can transfer money between them: You can transfer a minimum of £1 to another meter, leaving at least £1 on the meter you're transferring it from.

Visit eonenergy.com/payg-transfer or get in touch with us.

How to activate your emergency credit

If your balance drops to £2 or less and you can't top up your meter straightaway, you can activate £15 emergency credit per fuel (£20 if you only have electricity).

If your meter display shows 'EC OFFERED' press button A. If it doesn't, press '7' on the keypad then button A.

After you've activated emergency credit, we'll still collect your daily standing charge and any repayment plan debts due. Once the emergency credit is used up, your supply will disconnect unless you top up.

Our friendly hours

Even if you're out of credit, your meter won't disconnect on Sundays, UK Bank Holidays, or 4pm-11am, Monday to Saturday.

Next time you top up you'll need to pay for any energy you use during those times, plus emergency credit, any overdue repayment plan payments and the daily standing charge.

Getting your supply back on after your meter's been disconnected

Your Smart in-home display will show you how much you need to top up, or you can press button B on your meter keypad.

Once you're back in credit your electricity supply will automatically reconnect. To get your gas supply back on you'll need to press 'B' on your meter followed by 'A' and then 'B' within 30 seconds of each other.

Be careful not to leave anything switched on when you're disconnected.

How to set up alerts and reminders

You can set up free text and email alerts and reminders about topping up. We'll contact you when your balance reaches a specified amount, and when it goes below £2.

Set up and change reminders at any time on our app, online at eonenergy.com/alerts or get in touch with us.



Watch our helpful videos at
eonenergy.com/payg-help





Helpful information

The benefits of having an online account

Register for an online account for:

- Topping up
- Transferring money between meters
- Viewing your account summary, balance and messages about your meter

It only takes a few minutes, at

eonenergy.com/register

Have your account number handy.

If you've forgotten your password or having problems logging in

Visit **eonenergy.com/login** and click on the 'Forgotten password' or 'Help me login' links.

Recommended top up amounts

Login online or through our app to see:

- Your recommended top up amounts, based on your past energy use
- How long we expect your current credit to last.

If you're going away

Remember to keep your meter topped up, to cover your daily standing charge and any repayment plan debt repayments while you're away.

You can check your meter balance and top up from anywhere through our app, online or by phone.

Saving energy

Your Smart in-home display has features to help you keep track of your energy use and budget.

Or get energy saving tips at **eonenergy.com/savingenergy**

If you're moving home

Please get in touch with us and we'll take care of the rest.



Help and support

Visit
eonenergy.com/payg-help

Call us on
0345 301 5780.
8am to 8pm,
Monday to Friday and
8am to 6pm on Saturdays.

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