Your guide
to prepayment meters

Helping our customers. We’re on it.
Getting started

You will need to register any new key or card in your meter before you top up with credit.

All you need to do is pop your key or card into your meter for about 30 seconds. This makes sure that your meter is set to the right prices and that you are not paying anyone else’s debt on the meter (if you have moved house), so it’s pretty important really.

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**Gas meter**

![Gas meter diagram]

- **Display screen**
- **Red button – press to display different screens**
- **Meter serial number**
- **Red button - press to check if you owe anything**

**Electricity meter**

![Electricity meter diagram]

- **Display screen**
- **Blue button – press to display different screens**
- **Meter serial number**

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Keep this book safe
Contents

Thinking of changing to a credit meter?  4
Topping up  5
Emergency credit – electricity  6
Emergency credit – gas  8
Paying a debt through your meter – electricity and gas  10
Moving home?  12
Common problems – easy answers  14
Keeping warm in winter  20
Contact us  21
Power cut contacts  23

for future reference
Thinking of changing to a credit meter

Many people think that prepayment meters are expensive, but you’ll be paying no more than our credit meter customers. Although, there are more tariff choices for customers on a credit meter, including the option of fixed prices and paying by Direct Debit to get a discount.

If you want to swap to a credit meter, you must go through a credit check first. This is so we know what payment option to offer you. We don’t want you running up a debt, it’s not good for you or for us.

As long as you pass a credit check and don’t owe us anything, we will change your meter for free. Call us on 0345 303 3040 to talk about your options.
Topping up

Adding credit to your meter is simple.

To make your life easier, we offer all three available venues to top up at.

Simply take your key or card to any Post Office or shop where you see the Payzone or PayPoint signs.

Hand them your key or card along with the amount of money you want to top up with (full pounds only).

They will then put the credit on your key or card, which will transfer to your meter when you put it back in.

Your gas meter will prompt you to press button 'A' to transfer the credit.

Beware of fraudsters.

We never sell credit top ups door to door. If you buy from someone in this way, the payment won’t go onto your E.ON account. You’ll end up having to pay for the energy you use again.

Top up safely at the Post Office, Payzone or PayPoint.

for your energy
Emergency credit – electricity

When your meter beeps...
...you’re nearly out of credit.

What if I can’t get to a shop?
Don’t worry, for emergencies your meter will give you at least £5 credit. Don’t get too excited though, you’ll have to pay it back.

Emergency credit: At a glance

Your meter beeps to warn you that you’re running out of credit.

Put your key into the meter to activate emergency credit.

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.
We won’t cut your electricity off at night...

...even if you run out of credit.

Friendly meter times - where you’ll still get electricity even if you run out of credit.

Your meter will collect the value of energy used when you next top up.

**Friendly meter times: At a glance**

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>⭐️</td>
<td></td>
<td>⭐️</td>
<td>⭐️</td>
<td>⭐️</td>
<td>⭐️</td>
<td>6pm to 9am</td>
</tr>
<tr>
<td>⚪️</td>
<td></td>
<td>⚪️</td>
<td></td>
<td></td>
<td></td>
<td>7pm to 10am</td>
</tr>
<tr>
<td></td>
<td>Zzz</td>
<td>Zzz</td>
<td></td>
<td></td>
<td></td>
<td>in Winter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>in Summer</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>All day</td>
</tr>
</tbody>
</table>
Emergency credit – gas

What if I can’t get to a shop?

Don’t worry, for emergencies your meter will give you £5 credit. Don’t get too excited though, you’ll have to pay it back. Your meter will beep when you go under £2 credit. If you want to use your emergency credit, put your card in the meter then press the red ‘A’ button.

Remember if you use your emergency credit . . .

Your meter will not be able to collect the daily standing charge. When you next top up you will need to pay this back along with any emergency credit you have used.

How does my gas meter collect what I owe?

I don’t have a weekly collection rate

You need to put enough money on to clear your ‘owed’ screen. Once you clear the ‘owed’ screen, you will then get money to use for gas. To view this screen press the red button.
I have a weekly collection rate

The meter will take your weekly collection rate the first time you top up each week. Once it’s done this the meter will look to see if you owe anything on the ‘owed’ screen, if you do, this is paid back using any money left over from your top up. When you clear everything owed, any money left you’ll get for gas.

£10 top up

↓

£5 Weekly collection rate

↓

£1.50 OWED Screen

↓

£3.50 credit for gas

*A gas meter week runs from Wednesday morning to Tuesday night.
Paying a debt through your meter - gas and electricity

Your meter will collect any outstanding balances at the rate you’ve agreed with us - so when buying credit, try to top up enough to cover your weekly repayment amount and your regular energy usage.

To repay an outstanding balance, we first agree a weekly amount that will be taken through your meter. Your gas meter will take the agreed amount from your top ups until your weekly amount is paid (a gas meter week runs from Wednesday morning to Tuesday night). Your electricity meter collects your weekly repayment in small amounts each hour.

Most of the time, any money owed to the meter(s) will be taken in full before you get gas and electricity.

To see how much your meter is collecting - gas

- Press and hold button ‘A’ until you hear a beep
- The first information display should have appeared
- Now press button ‘A’ again until you get to screen 25 (May ask you to insert your gas card at screen 24 depending on your meter type)
- Screen 26 will show you your weekly collection rate
- Screen 27 will show you the total debt left to pay.

Regularly check how much
What if I don’t top up gas every week?

It is part of the agreement to top up your meter with credit every week even if you aren’t using energy to make sure the meter can collect the debt to the agreed repayment schedule and so you have credit available for fuel.

If you don’t keep up the repayment schedule, we take an amount each night from the meter (up to 2/7ths of your repayment amount) until repayments are brought back up to date. For example (£7 repayment ÷ 7 x 2 = £2 a night taken from credit).

If you don’t use your meter, we will try to take the weekly repayments you’ve missed the next time you top up.

To see how much your meter is collecting – electricity

- Insert your card/key
- Press the blue button until you see the letter ‘S’, which will show you the total debt remaining
- Press the blue button again, get to the letter ‘T’, which will show you your weekly collection rate.

For details of all settings, visit eonenergy.com/prepaymentmeter

If you have problems paying for your gas or electricity

If you’re finding it difficult to pay for your energy supply, please tell us as quickly as possible. The sooner you talk to us, the sooner we can help.

There are also independent agencies that can help you if you’ve got multiple debts. An independent money advice agency such as the Consumer Credit Counselling Service, National Debtline or the Citizens Advice Bureau may be of assistance. See page 22 for the contact details of these organisations.
Moving home

If you’re moving home, it’s important you let us know so that you don’t 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
Go to eonenergy.com/prepayment and choose the ‘moving home’ option. Or call us on 0345 303 3040 to let us know when you’re moving, and to give us the readings you’ve taken.

Step 3
Leave your card or key behind at your old property. They will only work in the meters at that property.

Step 4
If your new home has a prepayment meter with E.ON call us on 0345 303 3040 to register your new card/key to your name. If you don’t, any credit you buy will go to the previous occupiers’ account and not yours.

Don’t forget to give...
If you don’t know who supplies you at your new home, we may be able to find out for you. If you don’t know how to read your meter, don’t worry, we can talk you through it.

On moving day, make a note of your old and new meter readings below.

<table>
<thead>
<tr>
<th>Old property Gas:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old property Electricity reading/s</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New property Gas:</th>
</tr>
</thead>
<tbody>
<tr>
<td>New property Electricity reading/s:</td>
</tr>
</tbody>
</table>

*If you have more than one electricity reading please write them both in the box provided.

**Important**

If you don’t tell us you’ve moved and give us your final meter reading, someone else could run up a debt in your name. This debt could be passed to a debt collection agency and may affect your credit rating.
## Common problems

Go to eonenergy.com/prepayment for more frequently asked questions.

### Electricity

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>No electricity supply.</td>
<td>The meter has run out of credit.</td>
</tr>
<tr>
<td>Power cut.</td>
<td>Check if display is shown on the meter and also for a red light flashing.</td>
</tr>
<tr>
<td>Fuses blown or main switch failure.</td>
<td>If your display is blank and there is no red light, contact your local distributor. See page 23 for their contact number.</td>
</tr>
<tr>
<td>I think my meter is taking too much money.</td>
<td>You may notice that you need to put more money in your meter over the winter period as you turn on your lights, heating and other appliances more often. Or if you’ve not been topping up regularly enough, you could have built up standing charge that needs paying back.</td>
</tr>
</tbody>
</table>

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. Make sure you pay back what you owe and go into £1 credit for emergency credit to be available.

If you’re still concerned please call us on 0345 303 3040 and we’ll check that your meter is set correctly for you.

Go to eonenergy.com/prepayment for more frequently asked questions.
# easy answers

<table>
<thead>
<tr>
<th>Common problems</th>
<th>Easy answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td></td>
</tr>
<tr>
<td>No electricity supply.</td>
<td>The meter has run out of credit. Check meter screen display. Go to shop and buy credit for meter.</td>
</tr>
<tr>
<td>Power cut.</td>
<td>Check if display is shown on the meter and also for a red light flashing. If your display is blank and there is no red light contact your local distributor. See page 23 for their contact number.</td>
</tr>
<tr>
<td>Fuses blown or main switch failure.</td>
<td>Check your fuses and trip switches. If there is a problem, contact an electrician. If your trip switches and fuses are unchanged and appliances are still not working then call us on 0345 303 3040.</td>
</tr>
<tr>
<td>I think my meter is taking too much money.</td>
<td>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. Make sure you pay back what you owe and go into £1 credit for emergency credit to be available. If you’re still concerned please call us on 0345 303 3040 and we’ll check that your meter is set correctly for you.</td>
</tr>
</tbody>
</table>

Numbers are on page 23
## Electricity error codes

<table>
<thead>
<tr>
<th>Error</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error D1</td>
<td>Your meter is unable to read the information on your key and therefore cannot transfer credit from key to meter.</td>
</tr>
<tr>
<td>Error D2</td>
<td>Your meter can’t read the information on your key so can’t transfer the credit onto your meter.</td>
</tr>
<tr>
<td>Error B4 or D4</td>
<td>Your key is programmed with the wrong meter serial number (MSN).</td>
</tr>
<tr>
<td>Error D6</td>
<td>A duplicate key has been inserted into the meter.</td>
</tr>
</tbody>
</table>

For errors B4, D4 and
<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error D1</td>
<td>Your meter is unable to read the information on your key and therefore cannot transfer credit from key to meter. Check key is inserted properly.</td>
</tr>
<tr>
<td></td>
<td>Try wiping the chip on your key with a clean, soft and dry cloth, or blowing lightly on the chip and then re-insert. Do not use cleaning products. If you still have problems call us on 0345 303 3040.</td>
</tr>
<tr>
<td>Error D2</td>
<td>Your meter can’t read the information on your key so can’t transfer the credit onto your meter. Try putting the key into your meter again. If this doesn’t work you’ll need a new key. Call us on 0345 303 3040 and we’ll give you an 8 digit code that you can take to a shop to pick up a new key. We’ll let you know where your nearest shop is.</td>
</tr>
<tr>
<td>Error B4 or D4</td>
<td>Your key is programmed with the wrong meter serial number (MSN). Take a note of your MSN, this is typically found on the left hand side of your meter, about halfway down. The MSN contains nine characters (see page 2 for illustration). This may have happened if you have had your meter changed. Call us on 0345 303 3040 and we will reprogramme your key.</td>
</tr>
<tr>
<td>Error D6</td>
<td>A duplicate key has been inserted into the meter. Check if you have more than one key. You should only use one key in the meter. Then call us on 0345 303 3040 and we will provide you with an 8 digit code that you can take to the shop and get it re programmed.</td>
</tr>
</tbody>
</table>
## Gas

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALL HELP</td>
<td>Cold weather/ zero credit on meter causing valves to shut/letting meter run out of gas completely.</td>
</tr>
<tr>
<td>BATTERY FAIL</td>
<td>Using emergency credit too much.</td>
</tr>
<tr>
<td>CARD NOT ACCEPTED M and 5 stars or 5 dashes</td>
<td>The meter has a fault.</td>
</tr>
<tr>
<td>BLANK SCREEN</td>
<td>The meter has a fault.</td>
</tr>
<tr>
<td>CARDFAIL 04, 28, 35, 38</td>
<td>The meter is unable to read the card.</td>
</tr>
<tr>
<td>I think my meter is taking too much money.</td>
<td>You may notice that you need to put more money in your meter over the winter period as you turn on your lights, heating and other appliances more often. Or if you’ve not been topping up regularly enough, you could have built up standing charge that needs paying back.</td>
</tr>
</tbody>
</table>

You can find more frequently asked questions at [eonenergy.com/prepayment](http://eonenergy.com/prepayment)
<table>
<thead>
<tr>
<th>Issue Description</th>
<th>Action</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas CALL HELP</td>
<td>Cold weather/ zero credit on meter causing valves to shut/letting meter run out of gas completely. Check your meter display screen. Call us on 0345 303 3040.</td>
<td></td>
</tr>
<tr>
<td>Battery fail</td>
<td>Using emergency credit too much. Check your meter display screen. Call us on 0345 303 3040.</td>
<td></td>
</tr>
<tr>
<td>Card not accepted M and 5 stars or 5 dashes</td>
<td>The meter has a fault. Check the display screen with the card in and then out of the meter. Call us on 0345 303 3040.</td>
<td></td>
</tr>
<tr>
<td>Blank screen</td>
<td>The meter has a fault. Press BUTTON A or insert card to try and bring the screen up.         Call us on 0345 303 3040.</td>
<td></td>
</tr>
<tr>
<td>Card fail 04, 28, 35, 38</td>
<td>The meter is unable to read the card. Make sure your card is clean – wipe clean with a soft cloth. DO NOT USE CLEANING PRODUCTS and re-insert the card. If this does not work, call us on 0345 303 3040.</td>
<td></td>
</tr>
<tr>
<td>I think my meter is taking too much money.</td>
<td>You may notice that you need to put more money in your meter over the winter period as you turn on your lights, heating and other appliances more often. Or if you've not been topping up regularly enough, you could have built up standing charge that needs paying back. 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 next time.</td>
<td>Call us on 0345 303 3040 and we’ll check that your meter is set correctly for you.</td>
</tr>
</tbody>
</table>

**call 0800 111 999**
Keeping warm in winter

When it starts getting colder, and the nights draw in, it’s normal to use more energy. But that means more expense.

You can plan for the winter by spreading the cost over the year, topping up a little bit more in summer to build up a credit on your meter for winter. Don’t worry though, if you move house or go to another supplier, you’ll get any unspent credit back.

Please don’t rely on your emergency credit - it might not be enough if you’re snowed in for several days.

Don’t let standing charge catch you out

Remember that your meter will collect 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.
Contact us

Smell gas?
Call National Grid on 0800 111 999

How to contact us
If you have any questions, or would like some advice on saving energy, call us on 0345 303 3040.

Lines are open 8am – 8pm Monday to Friday and 8am - 6pm Saturday

Online at – eonenergy.com/prepayment
Click on ‘Contact us’,
‘Tweet us’ @eonhelp
or ‘Like us’ on Facebook

E.ON Energy UK

Outside of the above hours you can call the above numbers with emergencies only such as not having any electricity or gas. If there’s a powercut, call your local distributor using the phone number on page 23.

You can write to us at:
E.ON Energy Solutions Limited
PO BOX 9284
Nottingham
NG1 9DU

Get in touch
Independent advice agencies

The following independent advice agencies may be able to offer you free advice if you have problems paying your bills.

Consumer Credit Counselling Service
www.cccs.co.uk
0800 138 1111

National Debtline
www.nationaldebtline.co.uk
0808 808 4000

Citizens Advice Consumer Service
03454 04 05 06
www.citizensadvice.org.uk/energy

If you call us, we may ask for your meter serial number. Write them down in the boxes below.

Gas serial number:

Electricity serial number:
# Power cut contacts

Your supply number is shown in the right hand column of your electricity statement. The first two digits will show you which number to ring from the list below.

<table>
<thead>
<tr>
<th>Supply number</th>
<th>10</th>
<th>21</th>
<th>22</th>
<th>23</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
<td>12</td>
<td>345</td>
<td>678</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>0000</td>
<td>2222</td>
<td>333</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>0800 783 8838</td>
<td>11</td>
<td>0800 056 8090</td>
</tr>
<tr>
<td>12</td>
<td>0800 028 0247</td>
<td>13</td>
<td>0800 001 5400</td>
</tr>
<tr>
<td>14</td>
<td>0800 328 1111</td>
<td>15</td>
<td>0800 668 877</td>
</tr>
<tr>
<td>16</td>
<td>0800 195 4141</td>
<td>17</td>
<td>0800 300 999</td>
</tr>
<tr>
<td>18</td>
<td>0800 092 9290</td>
<td>19</td>
<td>0800 783 8866</td>
</tr>
<tr>
<td>20</td>
<td>0800 072 7282</td>
<td>21</td>
<td>0800 328 1111</td>
</tr>
<tr>
<td>22</td>
<td>0800 365 900</td>
<td>23</td>
<td>0800 668 877</td>
</tr>
<tr>
<td>24</td>
<td>0800 013 0849</td>
<td>25</td>
<td>0800 731 6945</td>
</tr>
<tr>
<td>26</td>
<td>0800 804 8688</td>
<td>27</td>
<td>0800 032 6990</td>
</tr>
<tr>
<td>28</td>
<td>0800 171 2012</td>
<td>29</td>
<td>0844 335 8897</td>
</tr>
</tbody>
</table>