Please keep this useful booklet safe

Your guide
to prepayment meters

Helping our customers. We’re on it.

e.on
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.

**Remember to always remove your card or key.**

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- Topping up
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Keep this book safe for future reference
Thinking of changing to a credit meter

Many people think that prepayment meters are expensive. Our prepayment standard prices are cheaper than our credit standard prices. 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, 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.
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.

We won’t cut you 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.

Emergency credit: At a glance

| +£5 | +£4 | +£3 | +£2 | +£1 | 0   | -£1 | -£2 | -£3 | -£4 | -£5 |

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.

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>6pm to 9am in Winter</td>
<td>7pm to 10am in Summer</td>
<td></td>
<td></td>
<td>All day</td>
</tr>
</tbody>
</table>

We won’t cut you off at night...
Emergency credit – gas

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 £5 credit (a bit more if you’re in the sticks). Don’t get too excited though, as 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.

Try not to live in your emergency credit...
...as regularly using it can cause a safety valve in your meter to close. If this happens your gas will go off.

You’ll then have to wait in all day for an engineer to come round and fix your meter.

My meter’s not given me all my credit.
When you’ve used all your emergency credit, your meter doesn’t always take back what you’ve used in one go.

Your meter will always give you 30% of your top up for gas, unless you pay more e.g. if you use £5 emergency credit and then top up £5, you will get £1.50 for gas and £3.50 will be paid back. Which means next time you top up, you still owe £1.50.

If you want to pay it all back in one go, you will need to top up with £8. This is worked out at:

£5 ÷ 70 = £0.07 x 100 = £7.14

As you can only top up in full pounds, you will need to top up with £8 to pay back the £5 emergency credit, then you will have £3 gas to use.

You’re not alone. Gas meters can confuse us prepayment experts too!

Keep emergency credit for real emergencies
Paying a debt through your meter

Your meter will collect any outstanding balances at the rate you’ve agreed with us – so when buying credit, account for this on top of your regular usage.

**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

**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
- This will show you your weekly collection rate
- Screen 27 will show you the total remaining

For details of all settings, visit www.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 20 for the contact details of these organisations.

Regularly check how much your meter is collecting
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**
Call us on **0345 303 3020** to tell us that you’re moving out 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 3020** 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.

If you don’t know who supplies you at your new home, we’ll 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 Electric:</td>
</tr>
<tr>
<td>New property Gas:</td>
</tr>
<tr>
<td>New property Electric:</td>
</tr>
</tbody>
</table>

**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.

Don’t forget to give us your meter readings
# Common problems – easy answers

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

<table>
<thead>
<tr>
<th>Electricity</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No electricity supply.</strong></td>
<td>The meter has run out of credit.</td>
<td>Check meter screen display.</td>
<td>Go to shop and buy credit for meter.</td>
</tr>
<tr>
<td><strong>Power cut.</strong></td>
<td></td>
<td>Check if display is shown on the meter and also for a red light flashing.</td>
<td></td>
</tr>
<tr>
<td><strong>Fuses blown or main switch failure.</strong></td>
<td></td>
<td>Check your fuses and trip switches.</td>
<td></td>
</tr>
<tr>
<td><strong>I think my meter is taking too much money.</strong></td>
<td>You need to match the meter reading to the figure on your bill.</td>
<td>Press the blue button until you get to screens I and K. These screens show your prices including VAT. Check these against the prices on your energy statement, which exclude VAT, so don’t forget to add 5%. If the two match then you’re paying the right price for your electricity.</td>
<td>If you still have any issues and wish to discuss your statement then call us on 0345 303 3040.</td>
</tr>
<tr>
<td>Electricity error codes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Error D1</strong></td>
<td>Your meter is unable to read the information on your key and therefore cannot transfer credit from key to meter.</td>
<td>Check key is inserted properly.</td>
<td>Try wiping the chip on your key with a clean, fine 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><strong>Error D2</strong></td>
<td>There is not enough credit on the key and on the meter.</td>
<td>Check that the emergency credit has been cleared in full and that there is a minimum of £1 credit.</td>
<td>If this has not been done then more credit is needed as you have not cleared the emergency credit fully the meter must show at least £1 credit.</td>
</tr>
<tr>
<td><strong>Error B4 or D4</strong></td>
<td>Your key is programmed with the wrong meter serial number (MSN).</td>
<td>Take a note of your MSN, this is typically found on the left hand side of your meter, about half way down. The MSN contains nine characters (see page 2 for illustration).</td>
<td>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><strong>Error D6</strong></td>
<td>A duplicate key has been inserted into the meter.</td>
<td>Check if you have more than one key. You should only use one key in the meter.</td>
<td>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>
<th>Action</th>
<th>Contact Information</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>
<td>Check your meter display screen.</td>
<td>Call us on 0345 300 8144.</td>
</tr>
<tr>
<td>BATTERY FAIL</td>
<td>Using emergency credit too much.</td>
<td>Check your meter display screen.</td>
<td>Call us on 0345 300 8144.</td>
</tr>
<tr>
<td>CARD NOT ACCEPTED M and 5 stars or 5 dashes</td>
<td>The meter has a fault.</td>
<td>Check the display screen with the card in and then out of the meter.</td>
<td>Call us on 0345 300 8144.</td>
</tr>
<tr>
<td>BLANK SCREEN</td>
<td>The meter has a fault.</td>
<td>Press BUTTON A or insert card to try and bring the screen up.</td>
<td>Call us on 0345 300 8144.</td>
</tr>
<tr>
<td>CARDFAIL 04, 28, 35, 38</td>
<td>The meter is unable to read the card.</td>
<td>Make sure your card is clean – wipe clean with a soft cloth. DO NOT USE CLEANING PRODUCTS and re-insert the card.</td>
<td>If this does not work, call us on 0345 300 8144.</td>
</tr>
<tr>
<td>I think my meter is taking too much money.</td>
<td>You need to match the meter reading to the figure on your bill. Check you're paying the right prices on your meter.</td>
<td>Depending on your meter, prices are between setting 5 and 8, which you can get to by pressing button A. These include VAT. Check these against the prices on your energy bill, which exclude VAT, so don't forget to add 5% onto the prices that you see. If the two match then you're paying the right price for your gas.</td>
<td>If you still have any issues and wish to discuss your bills then call us on 0345 300 8144.</td>
</tr>
</tbody>
</table>

You can find more frequently asked questions at [eonenergy.com/prepaymentmeter](http://eonenergy.com/prepaymentmeter)
Contact us

Smell gas?
Call National Grid on 0800 111 999

How to contact us
Electricity – 0345 303 3040
Gas – 0345 300 8144
Home moves – 0345 303 3020
Lines are open 8am – 8pm Monday to Friday and 8am - 6pm Saturday
Energy efficiency – 0345 301 4875
Lines are open 9am – 5pm Monday to Friday

Outside of the above hours you can call the above numbers with emergencies only such as not having any electricity or gas.

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

By internet – eonenergy.com
Click on ‘Contact us’, ‘Tweet us’ @eonhelp
or ‘Like us’ on Facebook

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 Bureau
www.citizensadvice.org.uk

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

Gas serial number:

Electric 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.

|---------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|

Keeping warm in winter

When it’s colder and darker, it stands to reason that you’re going to be spending more energy on heating, lighting and quite possibly cooking too.

So ensure you have plenty of credit on your meter – you could try adding a little more than you need over the rest of the year to see you through the winter months.

Plus, in severe weather you may not be able to get out to top up – so keep an eye on the forecast and be prepared.

Please don’t rely on your emergency credit – it may not be enough if you’re snowed in for a several days. Keep it for real emergencies that you can’t plan for.