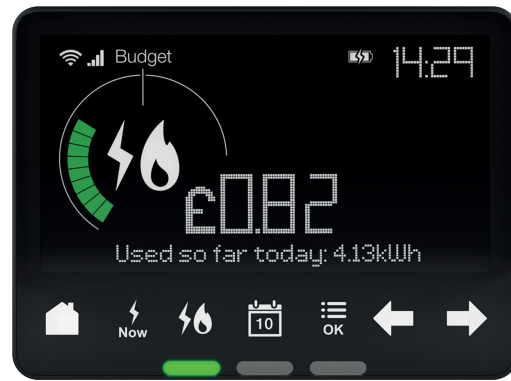




PAYG EXPLAINED

This leaflet contains all the information you need about your pay as you go meter.



What is a Pay as you go (PAYG)

PAYG means that you pay in advance for your energy i.e. you need to top up the meter before using electricity or gas. You must make sure you have enough credit on the meter to cover your usage, otherwise you risk going off supply. This is a customers responsibility.

Daily Standing charges and any debt repayments are also taken from the meter daily, so you will need to make sure you have enough credit to cover these.

Many customers find that PAYG helps to budget more effectively, keep track of energy usage and reduce consumption. As you are paying in advance for your energy there are no monthly bills, instead you will receive a yearly statement showing your top ups and consumption.

How do I top up?

You can top up your meter in a number of different ways:

- Via the EDF App / MyAccount
- By setting up Auto-Top Up
- At a Paypoint Store - <https://consumer.paypoint.com/>
- Via the automated IVR
- By giving one of our helpful Energy Specialists a call – check out the helpful contact details section in this leaflet

To top up at a Paypoint Store, you can use the virtual top up card in the EDF App or your Top Up ID, which is included in your 'welcome to Smart Prepay' letter or email. If you require a barcode to top up, please email us.

Set up an Auto Top up, this will allow you to set up a designated amount to be automatically added to your meter when your balance reaches £5, ensuring you will never lose supply. You can set this up via the EDF App or MyAccount.

Please note that to enable auto-top up, we will need to store your card information.

Your In Home Display (IHD)

Your In Home Display connects to your meter, and provides you with key information about your consumption, credit on the meter and any debt.

You can also use your In Home Display to activate emergency credit, enter UTRNs and re-enable your electricity supply. If your IHD doesn't seem to be connecting to your meter, unplug and/or remove any batteries from the IHD for 24 hours. After 24 hours plug the IHD back in and/or replace batteries, allow a further 24 hours for the IHD to connect to your meter. If your IHD is still not working after you have done this, get in touch and we'll be able to help.

If you don't have an IHD and want one, or if you need an IHD with bigger font, give us a call.

Unique Transaction Reference Numbers (UTRNs)

For every top up, you will receive a UTRN. This is a unique number, consisting of 21 digits.

If, for any reason, your Smart Meter stops communicating with us and you need to top up, you will need to enter the UTRN number directly into your meter. Only access your meter if it is safe and practical for you to do so; if your meter is at height, do not attempt to access your meter, please give us a call.

It is always best to check your balance after you have topped up, to ensure that this has reached your meter.

This can be done via your In Home Display, or on the meter itself, instructions are available at [edfenergy.com/utrn](https://www.edfenergy.com/utrn)

A full 12 months top up history is stored in MyAccount / EDF App, so you can revisit UTRNs if you need to.

Other useful information about your Pay as You Go in-home display



Geo



Chameleon



IHDL

Low credit alert	If your credit goes below £5 you will get a warning message.	If your credit is low your in-home display will show a message at the top of the home screen.	If your credit is low your in-home display will show a warning message and alert at the top of the screen
Activating Emergency credit	You can do this when your balance is £1 or lower. Tap 'home' and scroll to 'Prepay'. Use the selection button and scroll to activate emergency credit. Use the arrows to choose electricity or gas fuel type.	You can do this when your balance is £1 or lower. Go to Menu/OK, choose 'Select Emergency Credit' and tap 'OK'. Tap the gas and electricity symbol to choose the fuel type.	You can do this when your balance is £1 or lower. Press 'OK' to go to the Main Menu and select your fuel. Select 'My Account' and press 'OK'. Select 'My Credit' and press 'OK'. Use the arrow to select 'Activate' and press 'OK'
Debt	If you've built up debt, you can view what you owe. Tap 'home' then use the arrows to get to 'meter balance' and tap 'OK'.	If you've built up debt, you can view what you owe. Go to Menu/OK and use the arrows to move to 'Debts' and tap 'OK'.	If you've built up debt, you can view what you owe. Press 'OK' to go to the Main Menu and select your fuel. Select 'My Account' and press 'OK'. Select 'My Debts' and press 'OK'
Reactivate supply Electricity	If you've been disconnected you'll need to top up first, then reactivate your supply. Tap 'home' to enter the menu. Use the arrows to scroll to 'Prepay' and tap the selection button. From the options select 'Enable supply' and tap the selection button.	If you've been disconnected you'll need to top up first, then reactivate your supply. Go to Menu/OK, choose 'Activate supply' and tap 'OK'.	If you've been disconnected you'll need to top up first, then reactivate your supply. If you apply credit a pop up "Enable Supply" will appear. Select 'Enable Supply'
Reactivate supply Gas	If you need to reactivate your gas supply go to your gas meter and press the black button 'B' until it changes. Then follow the instructions. You cannot use your in-home display to reactivate the supply.	If you need to reactivate your gas supply go to your gas meter and press the black button 'B' until it changes. Then follow the instructions. You cannot use your in-home display to reactivate the supply.	If you need to reactivate your gas supply go to your gas meter and press the black button 'B' until it changes. Then follow the instructions. You cannot use your in-home display to reactivate the supply.
Top up not reached the meter? (more information can be found online at edfenergy.com/myutrn)	You will need to manually enter your UTRN to the in-home display. Tap 'home' to enter the menu and scroll through to find 'Apply Top Up Code' and tap 'OK'. Use arrows to scroll through the numbers and press 'OK' to select the number. When you have entered all the numbers tap 'OK'. 'Top up Sent' message and then 'Top up Accepted' appears on the screen.	You will need to manually enter your UTRN to the in-home display. Press Menu/OK then use the arrows to get to select 'Top-up'. Select the fuel you wish to top up. Use arrows to select each digit and press 'Selection' button to confirm. Once the whole code has been entered - confirm using the 'Selection' button. Select 'OK' to return to your home screen.	You will need to manually enter your UTRN to the in-home display. Press 'OK' to go to the Main Menu and select your fuel. Select 'My Account' and press 'OK'. Select 'My Top-Ups' and press 'OK' and 'OK' again to select 'TopUp Now'. Use the arrow buttons to select each digit, pressing 'OK' to confirm and press 'OK' again to 'Confirm'

Need more help? Go online at edfenergy.com/payg-smart-help where you'll find lots of support including videos and FAQs



Alerts

If you have a mobile number and / or email address registered to your EDF account, you will receive various alerts now that you are on PAYG. These are designed to help you keep control of your energy costs and remain on supply.

Low Balance Alerts – these will be issued when your meter balance reaches below £5, and below £1. Top up when you receive these alerts to avoid going off supply.

Self-Disconnection alert – this is triggered when your balance reaches £0 or you have exhausted all emergency credit, and your meter has disconnected.

Make sure you always check your meter balance and IHD to minimise any risk of self disconnection.

Emergency Credit

If you've realised your meter balance is low, but you're not able to top up straight away, you can activate your Emergency Credit.

EDF provides £10 Emergency Credit per fuel, which you can activate when the balance on your meter is below £1.

You can activate Emergency Credit either on your In Home Display, or via the meter (if safe and practical for you to access).

The amount used on Emergency Credit is deducted from your next top up. Whilst you are in Emergency Credit, we don't collect standing charges or debt repayments, so your next top up will need to cover:

- The amount of Emergency Credit used
- Missed standing charges
- Missed debt repayments
- Enough to cover your ongoing consumption

Friendly Non-Disconnection Periods

We've got Friendly Non-Disconnection Periods in place to make sure that you don't go off supply during those times where it might be more challenging to top up or get help. Our standard Friendly Non Disconnection Periods are:

Every weekday evening:

BST: 6.00pm – 11.00am

GMT: 5.00pm – 10.00pm

All day on weekends

(and Bank Holidays) from:

BST: 6.00pm Friday – 11.00am

Monday (or the next working day)

GMT: 5.00pm Friday – 10.00am

Monday (or the next working day)

You must be in credit when entering a Non-Disconnection Period for this to kick in, otherwise your meter won't trigger the Non-Disconnection Period.

We may also put non-disconnection periods in place for key bank holiday periods e.g. Easter and Christmas. You'll see any Non-Disconnection Periods detailed in your MyAccount / EDF App.

We advise that you continue to top up during this time, as any usage during the non-disconnection period must be covered by credit available on the meter when the non-disconnection period ends. If you don't have adequate credit on the meter to cover this usage, daily standing charges & debt repayments, you will go off supply

Re-enabling Supply

If you've run out of credit and gone off supply:

Top up so that you have cleared any negative balance on your meter + £2.

Once you have done this, you will be able to re-enable your supply.

This differs by fuel and brand of meter. For Electricity, you can re-enable your supply from your In Home Display or on the meter (if it is safe for you to do so).

For Gas, you can only re-enable the supply at the meter itself. Only access your meter if it is safe & practical for you to do so. When re-enabling supply, it's always best to ensure all appliances are switched off. When re-enabling gas, this includes the boiler being switched off at the wall, otherwise the supply will not turn on.

For more information on re-enabling supply, visit

edfenergy.com/disconnection

Other Information

From time to time, there may be discrepancies between the meter and the account. EDF reserves the right to refund / deduct any over or underpayment for energy charges and make any metering adjustments.

If you are on our Standard Variable tariff, your prices will be updated on your meter each quarter, in line with the Ofgem Price Cap. These new rates will then apply and you will need to top up accordingly.

There may be delays to top ups being accepted by the meter (due to scheduled outages or unexpected failures). It is the customer's responsibility to always ensure they have enough credit on their meter to reduce the risk of self disconnection in this scenario.

Debt & Struggling to Pay

If you're struggling to pay, please get in touch. There are many ways that we can support you, from energy usage tips or Additional Support Credit, to checking if you are entitled to benefits. You can also reach out to Citizens Advice Plymouth who can provide free, independent energy advice.

More information is available on [edfenergy.com/bills](https://www.edfenergy.com/bills)

Any debt that you accrue can be paid off in full or added to the meter at an agreed Weekly Recovery Rate (WRR). The payments for this are taken daily, across 7 days of the week.

We will set the weekly recovery rate at an amount that is affordable for you to repay based on your individual circumstances. If you require a continuous supply due to dependence on electrical medical equipment, or if you are vulnerable and concerned about being on PAYG, give us a call to discuss next steps.

Safe & Reasonably Practical

We need to make sure that PAYG is the right payment method for you.

If your meter is at height, or you cannot safely access your meter, contact us immediately to discuss alternative options. Never interact with your meter if it is at height.

If you require a continuous supply due to dependence on electrical medical equipment, or if you are vulnerable and concerned about being on PAYG, give us a call to discuss next steps.

Helpful contact details:

Phone No:

0333 006 9950

Email address:

hello@edfenergy.com

Emergency number (post 6.00pm weekdays, and 9.00am – 6.00pm weekends): **0333 006 8260**
(note, this number is if you are off supply or at risk of going off supply imminently)

Find out more about PAYG:

edfenergy.com/aboutPAYG

PAYG Help Centre:

edfenergy.com/helpPAYG

PAYG General Information:

edfenergy.com/PAYGinfo