

SMALL BUSINESS 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)

Prepay Energy (PAYG) for Small Businesses

With PAYG, you prepay for your energy by topping up your meter before using electricity or gas. It's essential to ensure your meter has enough credit to cover your usage to avoid any interruptions in supply. This responsibility lies with you.

Key Points to Remember:

- **Daily Standing Charges & Debt Repayments:** These are deducted from your meter daily, so maintain sufficient credit to cover these costs.
- **Budgeting & Tracking:** PAYG helps you manage your budget more effectively, monitor your energy usage, and reduce consumption.
- **No Monthly Bills:** Instead of monthly bills, you pay for energy as you use it. You'll receive an annual statement summarising your top-ups and consumption

How to Top Up Your Meter

You can top up your meter in several convenient ways:

- **EDF App / MyAccount:** Manage your top-ups easily online. [edfenergy.com/myaccount/login](https://www.edfenergy.com/myaccount/login)
- **Auto-Top Up:** Set up automatic top-ups when your balance reaches £5.
- **Paypoint Store:** Find a nearby store at Paypoint.
- **Automated IVR:** Use our automated phone system.
- **Energy Specialists:** Call our helpful team – contact details are in this leaflet.

- **Using Paypoint Stores:** To top up at a Paypoint Store, use your PAN number from your 'Welcome to Smart Prepay' letter or email. If you need a barcode for scanning, email or call us.
- **Setting Up Auto Top Up:** Auto Top Up adds a designated amount to your meter when your balance reaches £5. Set this up via the EDF App or MyAccount. Note that your card information will need to be stored to enable this feature.

Unique Transaction Reference Numbers (UTRNs)

Every time you top up, you will receive a UTRN, a unique 21-digit number.

Using UTRNs:

- If your Smart Meter stops communicating, you may need to enter the UTRN directly into your meter. Only do this if it is safe and practical; if your meter is at height, please call us instead.
- Always check your balance after topping up to ensure the credit has reached your meter. You can do this directly on the meter. Instructions are available at EDF's Help Centre.

Top-Up History:

- Your top-up history for the past 12 months is stored in MyAccount / EDF App, allowing you to revisit UTRNs if needed

Alerts for PAYG Customers

If you have a mobile number and/or email address registered with your EDF account, you will receive various alerts to help you manage your energy costs and stay on supply.

Types of Alerts:

- **Low Balance Alerts:** Issued when your meter balance drops below £5 and £1. Top up promptly to avoid going off supply.
- **Self-Disconnection Alerts:** Triggered when your balance reaches £0 or you have used all emergency credit, causing your meter to disconnect.

Tips:

- Regularly check your meter balance to minimise the risk of self-disconnection

Emergency Credit for PAYG Customers

If your meter balance is low and you can't top up immediately, you can activate Emergency Credit.

How It Works

- **Emergency Credit Amount:** EDF provides £10 Emergency Credit per fuel, which can be activated when your meter balance is below £1.
- **Activation:** You can activate Emergency Credit directly on the meter (if safe and practical to access).

Important Notes:

- The amount used in Emergency Credit will be deducted from your next top-up.
- While using Emergency Credit, standing charges and debt repayments are not collected. 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 for PAYG Customers

To ensure you don't go off supply during challenging times, we have Friendly Non-Disconnection Periods in place. Our standard periods are:

Weekday Evenings:

BST: 6.00pm – 11.00am GMT: 5.00pm – 10.00am

Weekends and Bank Holidays:

BST: 6.00pm Friday – 11.00am Monday
(or the next working day)

GMT: 5.00pm Friday – 10.00am Monday
(or the next working day)

Important Notes:

- You must be in credit when entering a Non-Disconnection Period for it to activate. Otherwise, your meter will not trigger the period.
- Additional non-disconnection periods may be in place for key holidays like Easter and Christmas. Check MyAccount / EDF App for details.

Top-Up Advice:

- Continue to top up during these periods, as any usage must be covered by available credit when the period ends. If you don't have enough credit to cover usage, daily standing charges, and debt repayments, you will go off supply

Re-enabling Supply

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

1. Top Up: Ensure you clear any negative balance on your meter plus an additional £2.

2. Re-enable Supply: Once topped up, you can re-enable your supply.

Steps to Re-enable Supply:

- **Electricity:** Re-enable directly on the meter (if safe to access).
- **Gas:** Re-enable directly on the meter (if safe to access).

Safety Tips:

- Ensure all appliances are switched off before re-enabling supply.
- For gas, make sure the boiler is switched off at the wall; otherwise, the supply will not turn on.

For more information, visit the EDF Help Centre.

Other Information for PAYG Customers

Meter Discrepancies: Occasionally, there may be discrepancies between your meter and account. EDF reserves the right to refund or deduct any overpayments or underpayments for energy charges and make necessary metering adjustments.

Variable Tariff: If you are on one of our small business Variable tariff, your prices will be updated on your meter each time prices increase or decrease. These new rates will apply, and you will need to top up accordingly.

Top-Up Delays: There may be delays in top-ups being accepted by the meter due to scheduled outages or unexpected failures. It is your responsibility to ensure you have enough credit on your meter to reduce the risk of self-disconnection in these scenarios.

Debt & Struggling to Pay

If you're struggling to pay, please get in touch. We offer various support options, including energy usage tips and referrals to Citizens Advice for free, independent energy advice.

For more information, visit our Help Centre.

Managing Debt:

- If your meter is changed to PAYG as a result of debt, you will be informed of your Weekly Recovery Rate (WRR) when this change is made.
- Payments are taken daily, spread across the 7 days of the week.

Safe & Reasonably Practical

Accessibility:

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

Continuous Supply Needs:

- If you depend on electrical medical equipment or are vulnerable and concerned about being on PAYG, please call us to discuss next steps.

Financial Assistance:

- If you are struggling to pay for your energy, don't hesitate to contact us. We offer various support options to help you manage your payments

Helpful contact details:

Phone No:
0333 912 9959

Email address:
hellobusiness@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:
EDFSmall Business

PAYG Help Centre:
edfenergy.com/helpPAYG

PAYG General Information:
edfenergy.com/PAYGinfo