
EDF
ENERGY
Smart pay as you go

Contents

Lets go… 3 easy steps 3

Topping up 4

Your in-home display 5

Troubleshooting 7

Smart Energy GB is the independent organisation set up by government to run the national campaign for rolling out smart meters. It's working alongside energy suppliers, including EDF Energy, to make sure everyone has access to the information they need about smart meters. Go to smartenergyGB.org to find out more.

Lets go… 3 easy steps

Step 1

Your new smart pay as you go meter is installed.

Step 2

Go to MyAccount (register if you haven't already) at **edfenergy.com/myaccount**

Step 3

Make your first top up.

You're good to go

No more last minute dashing to the shop in all weathers or at inconvenient times… you can now top up on your phone wherever you are, whatever the time.

Even easier ……Low balance alerts & Automatic top ups

Smart pay as you go includes a low balance alert at £5 credit remaining. We'll send you an SMS or email reminding you to top up

Auto top up

- You can set up automatic top ups. You choose when and how much and we'll automatically take the payments for you.

Low balance alerts

- You can change your low balance alert to any amount over £5

To setup auto top ups or change your low balance alerts, head to **edfenergy.com/myaccount** and click My payments.

Credit on your previous meter?

- Don't worry, we'll automatically transfer this across to your new meter.
- Any outstanding debt and your repayment plan will also transfer across.

For more information about smart pay as you go, go to **edfenergy.com/payg**

Top up anywhere, anytime

Online

- The quickest and easiest way to top up is online at edfenergy.com/myaccount. Simply log in or set up an account, and select "My payments".

Automated phone service

- You can top up at any time using our automated phone line – **0333 200 5108***

PayPoint

- Take your top up card or just your top up ID along to your nearest PayPoint. Not sure where that is? Head to **edfenergy.co.uk/payg**. Please remember to keep hold of your receipt.

You can find your top up ID online or on any recent communication we've sent you. Remember you only need this for topping up at PayPoint.



Using your pay as you go in-home display

Key

Home button – Press this to return to home screen.

Gas & elec – Press this to switch between gas and electricity information.

Menu/OK – This button takes you to the menu or acts as "OK".

Arrows – Press these to scroll through the menu, numbers etc.

Low credit alert

- If your credit's low, your in-home display will show a message at the top of your home screen. If its flashing then the other fuel is low.

Activating Emergency credit (available when your balance is £1 or lower)

- Press Menu then choose "Select Emergency Credit" by pressing "OK"
- Press gas/elec symbols to choose the fuel type.





Activate supply Electricity

- If you've been disconnected, you'll need to top up first then reactivate supply.
- Press Menu then select "Activate supply" by pressing "OK".





Activate supply Gas

- On your gas meter you will need to press the black button B until the screen changes and then follow the instructions.

Debt

- If you've built up debt, you can view what you owe.
- Press Menu then use the arrows to get to "Debts" and click "OK".





Top up not reached the meter?

Sometimes there can be a technical delay which means that your payment has gone through but your meter has not received the credit. All you'll need is your unique transaction reference number (UTRN). You'll find this on all your top up receipts and confirmation communications, or in MyAccount under Top Up History.

- Press Menu and scroll through find "Apply Top Up Code". Press "OK".
- Use arrows to scroll through the numbers and press "OK" to select a number.
- When you have entered all the numbers press "OK".
- "Top up Sent" message and then "Top up Accepted " appears on the screen.

For gas meters there may be a short delay since the In-home display only communicates with the meter every 30 minutes.





Got any questions? Please go online to **edfenergy.com/payg**

Troubleshooting your in-home display

Something not working? Try the following to sort it out.

Connection lost?

- Move your in-home display closer to the meter.

Out of juice?

- Plug the in-home display into the mains.

Seeing unexpected peaks in energy usage?

- Take your in-home display round the house, turning appliances off and on to see what's causing this. It's likely to be things like your oven, kettle, heater, dishwasher or washing machine.

Need to reset your in-home display?

- Unplug from the mains
- Hold down the power button on the back for 5 seconds, wait 1 minute then reconnect to power and switch on.

Still having problems?

Check our website for more troubleshooting tips at
edfenergy.com/smart-meters/using-a-smart-meter

Be smart, stay safe

- Only use the power cable we give you.
- Don't use your in-home display if the adaptor or cable is damaged.
- Keep it away from water or other fluids, and chemicals.
- Don't open the in-home display – it doesn't have any serviceable parts.

Finished with your display? Don't throw it in the rubbish. Send it back to us at EDF Energy, 255 Broadway, Bexleyheath, Kent DA6 8ET.

Your meter readings – for info only:

MPAN:	MPAN (ELEC):	MPRN (GAS):
Meter Serial No:		
Rate 1		
Rate 2		
Credit Balance:		
Debt Balance:		

Customer Signature:	Date:

Got any questions?
Please go online to
edfenergy.com/payg

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*Calls to UK wide numbers are included in any inclusive call plan you may have. If you don't have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you're unsure.

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