A guide to

Using your prepayment meter
Take control of your energy costs

Our prepayment service lets you pay-as-you-go for gas and electricity so you can keep control of your energy use and costs. This booklet explains the benefits of having a prepayment meter, and tells you how to get the most from this service, which is used by thousands of customers in the UK.

All you need to know about prepayment meters

There are lots of advantages in having a prepayment meter installed, but there are also a couple of things to be aware of. You need to remember to keep your meter topped up as you have to pay in advance for the energy you use. We want to provide you with the best service to match your needs, so we encourage you to weigh up all the features of the meter and decide if it’s right for you.

The features

• You’ll have control over how much money you spend on electricity and gas.
• You’ll no longer receive bills requesting a lump-sum payment.
• Regular statements will show you how much gas or electricity you’ve used.
• There is emergency credit stored on your meter in case you run out of credit and can’t charge your key/card for any reason. You can then pay back the value of any emergency credit you use the next time you top up your key or card and charge your meter.
• You can use your prepayment meter to repay any outstanding money you owe us. Your payments are spread over a time period that suits you, in agreed amounts that you can afford, interest-free.

• Unlike customers who have a standard meter, if you’re using a prepayment meter to pay a debt then – provided it’s under £500 – you can switch energy suppliers and transfer the debt.

Things to be aware of

• We’ve sent you your new prepayment electricity key or gas card, which you can top up at any Paypoint, Payzone or Post Office®. You can then charge your meter with credit using this key or card. It’s important that you use this new key or card to make sure you’re paying the right price for your energy.
• If you leave home for several days, you must remember to charge your key or card, and to credit your meter. This is because your credit is used to pay for your daily standing charge and any debt repayments – so if you don’t charge your meter enough before going away, appliances that you may want to have on all the time (for example, freezers) may switch off.
• You are unable to take advantage of the lower Direct Debit unit rate that is available to standard credit customers.
• You have to pay in advance for the energy you use.
How it all works

Getting started

We will issue you with an EDF Energy prepayment key or card. The first thing you need to do is activate it.

1. Activate your new key or card by placing it in your meter for at least 30 seconds. You can’t charge it until it’s activated.

2. Return your old key or card in the freepost envelope provided, so we can recycle it. Please look after the new one and keep it in a safe place. If you lose or damage it, you might have to pay £7 for a replacement.

How to charge your energy card or key

Charge your EDF Energy Pay As You Go card or key at a PayPoint, Payzone or Post Office®. Depending on where you live, you can charge from £1 to £49 at a time. Next, put your charged card or key into your prepayment meter. Your card or key will only work in your meter – which will show you how much money you have left, how much energy you’ve used and what your current meter reading is.

Where to charge your energy card or key

We’ve teamed up with PayPoint, Payzone and the Post Office® to make charging your electricity key/card as easy as possible. There are over 50,000 outlets where you can top up in the UK and most are open seven days a week so you can charge your card or key when it’s convenient. To find your nearest outlet, visit edfenergy.com/ways-to-pay or call our prepayment line on 0800 015 1733. Only top up at an authorised outlet and never buy credit from someone visiting your home - it’s illegal.

We are aware of individuals posing as door-step sellers, selling prepayment credit for approximately half the price of the amount of electricity offered. Never pay someone who comes to your house. The credit they are selling isn’t authorised and you might end up having to pay twice – once to the seller and then again to buy legitimate credit from your energy company.
If you move home

If you move home it’s important you run the balance left on the meter as close to zero as possible by timing when you put money on your meter. This is so you don’t waste credit. We also need you to give us the following information:

**Before the day you move out**
- Your new address
- The date you’re moving out

**On the day you move out or as soon as possible after**
- The meter readings on your meter
- The amount of unused credit on the meter.

You’ll get a final statement from us. If you have any questions about this, or think you’re owed a refund for unused credit, please get in touch with us on 0800 015 1733.

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**How to read your prepayment electricity meter**

We’ve put together a little guide to reading the most commonly used meters. It’ll help you get the most accurate reading possible. If you live in a flat, your meter might be in a communal area with others. Yours will have the same serial number as your statement.

**How to read your prepayment gas meter**

There’s a lot of useful information held on your gas meter. To get to it, press and hold the red button marked ‘A’ until you hear a ‘beep’.

To move through the screens, keep pressing ‘A’. You might need to have your gas card ready to access more detailed information.
What if your meter isn’t working?

- If your prepayment meter stops working, please call us free on 0800 015 1733.
- The operator will ask you a few questions to try and find out what the problem is.
- If you can’t get a gas or electricity supply because of a fault with the key or card, we may need to visit your home or we may simply be able to post you a new key or card.
- Please note that if you phone later in the day to report a problem, our staff may want to visit you during the night. If that’s not convenient, please call our dedicated prepayment line on 0800 015 1733 and we’ll arrange another appointment for you.
- Please note, if the problem is not the result of a fault, you may be charged for the visit.

What if you can’t charge your key or card?

If you can’t get to a charging outlet and you run out of gas or electricity, you can use the emergency credit on your prepayment meter. When your credit is running low, you may hear a warning bleep. Just insert your key or card to release the emergency credit. A prepayment meter normally has £6 of emergency credit. (This amount may vary, so please contact us to check.) You can then pay back the value of any emergency credit you’ve used the next time you top up your key or card.

Lost or damaged key or card

Please look after your key or card and keep it in a safe place. If you lose or damage your prepayment key or card we’ll usually give you another one free of charge the first time it happens. If it gets lost or damaged again, you may be charged £7 for a replacement.

Useful facts about emergency credit

- Many customers find that the emergency credit will be enough to cover three days’ normal energy use. This should give you time to recharge your key or card.
- You’ll need to repay this emergency credit the next time you charge your key or card. Make sure you also add enough credit to cover your energy use as normal.
- You should use emergency credit only if it’s absolutely necessary.
- For your safety, we advise you not to use up all of your emergency credit. If you do, your electricity or gas will turn off whilst your appliances may be running.
- Please make sure all your electrical and gas appliances are switched off before you put your recharged key or card into your meter.

If you can’t charge your key or card at your usual PayPoint, Payzone or Post Office®, visit edfenergy.com/ways-to-pay or call our dedicated prepayment line on 0800 015 1733 to find your nearest alternative.
What happens if you don’t charge your key or card

If you stop charging your key or card, your energy supply will stop. This usually happens when customers haven’t added credit to their meter. In some cases, if you don’t use your energy supply for an extended period, this may cause safety problems. If you’re struggling to top up your key or card please call us on 0800 015 1733 and we’ll try to help you find a solution.

For your safety, if you haven’t charged your key or card for some time, we’ll check your account to try and find out why.

- We can advise you on how to budget for household bills and how to save money by using energy more efficiently.
- We can also put you in touch with welfare, charitable and voluntary bodies that may be able to offer help.

Energy efficiency advice

According to the Energy Saving Trust, the average household could save around £250 a year through energy efficiency measures. Most are easy to put into action and cost absolutely nothing. To check out the best ways to save energy and keep the cost of your bills down, go to energysavingtrust.org.uk or edfenergy.com/energyefficiencytips

Resetting your prepayment meter

Obviously no one wants to pay for electricity or gas that’s been used by someone else. So if you move house and find that your new home already has a prepayment meter fitted, please let us know. We may have to come and reset the meter, so please call us to arrange a time, giving us at least two working days’ notice.

If the price of electricity or gas changes, your key or card will be updated the next time you charge it. If we’re collecting a debt through your prepayment meter, most meters will automatically reset once your debt has been cleared. If your particular type of meter is not one that resets itself, we’ll arrange to visit and reset it for you.

Changing your type of meter

When we fit a prepayment meter, we normally expect you to keep it for at least 12 months. If after 12 months, your prepayment meter is no longer convenient for you and there’s no outstanding debt on your meter, please tell us and we’ll happily discuss other payment options and alternative meter types with you.

If we agree to switch you to a credit meter, we usually won’t charge you for taking away your prepayment meter.
How to contact us

Website
Visit edfenergy.com and click on ‘Contact us’ to fill in our online contact form.

Phone
Lines are open between Monday to Friday, 8am to 8pm and Saturday 8.30am to 2pm.
For prepayment general enquiries, please call us free on 0800 015 1733.
For residential enquiries, please call us free on 0800 096 9000.

Write
If you want to write to us, please send your letters to our Correspondence Manager at the following address:
FREEPOST: EDF ENERGY - PLYMOUTH

Meeting your needs
We want to make sure that all our customers are treated fairly and receive the best possible service. If you need this booklet in large print, Braille, or as an audio version on CD, please call our Priority Services team free on 0800 269 450.

Non-English speaking customers
If English is not your first language and you’d like information in an alternative one, please call us free on 0800 096 9000 and we’ll transfer you to our special language line. We have operators who, between them, can speak over 100 different languages.

This guide is available to download in Welsh at edfenergy.com/informationbooklets

Making a complaint
If we’ve let you down in any way, we’re here to help you find a solution. To make a complaint, call our complaints team (8am to 5pm Monday to Friday) on 0800 051 1643 or 0113 820 7292 from a mobile.
Or you can email us at: complaintresolutionmanager@edfenergy.com
Or write to: FREEPOST: EDF ENERGY - COMPLAINTS RESOLUTION MANAGER.
If you’re still unhappy, email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to FREEPOST: EDF ENERGY - CUSTOMER SERVICES DIRECTOR.
If you’re still not satisfied, you can contact the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday) or visit ombudsman-services.org/energy for a free and independent review. If the Ombudsman finds that we have not acted correctly, they’ll make recommendations on how we can put things right.
This might include:
• an apology or explanation
• compensation
• any other relevant action.
To view our full complaints handling procedure or to find out information on visiting one of our business premises, go to edfenergy.com/makingacomplaint

OUR FUEL MIX
Every year we must publish details of the fuel sources that have been used to generate the electricity we supply to our customers.
The information in the table below covers our supply licence for EDF Energy Customers Ltd for the period from April 2016 to March 2017. Our customers’ electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

<table>
<thead>
<tr>
<th>Fuel Type</th>
<th>Coal</th>
<th>Gas</th>
<th>Nuclear</th>
<th>Renewable</th>
<th>Other</th>
<th>CO2</th>
<th>Radioactive waste</th>
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<tbody>
<tr>
<td>EDF Energy's fuel mix</td>
<td>5.7%</td>
<td>8.4%</td>
<td>76.9%</td>
<td>8.8%</td>
<td>0.3%</td>
<td>84</td>
<td>0.0054</td>
</tr>
<tr>
<td>Contribution to our carbon emissions</td>
<td>62.7%</td>
<td>35.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.8%</td>
<td></td>
<td></td>
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<tr>
<td>UK average fuel mix</td>
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<td>44.1%</td>
<td>21.0%</td>
<td>24.2%</td>
<td>2.2%</td>
<td>254</td>
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</tr>
</tbody>
</table>

The figures for UK average fuel mix are provided by the Department for Business, Energy & Industrial Strategy (BEIS).
Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.
For more information on our fuel mix, visit edfenergy.com/fuelmix

The low-carbon electricity that we buy for Blue or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from low-carbon generators.