

## 8. Replacement top up card

- PAYG customers can pay for their energy (one or both fuels) by a top up card (one for gas and one for electricity) over the counter in participating Paypoint stores.
- When moving from your current prepay meter to the new smart PAYG meter, a new top up card will be sent to you. The top up card will replace the current key for electricity and card for gas. All existing balances will be transferred from the old key/card to the new meter(s).
- The new top up card will be issued in the account holder's name and can only be used with the meters linked to the account. If you move home the cards cannot be used at the new property, nor can they be used for your old property by the new resident. A new card will need to be requested and issued. PAYG customers can also download barcodes to their device.
- If a card is lost or damaged, a new top up card can be ordered by phone or MyAccount and it will take around 3-5 days for this to be delivered.
- New PAYG customers (new to EDF Energy, moved house or had a meter exchange) will automatically get a 14 day non disconnect period.

## 9. Reconciliation

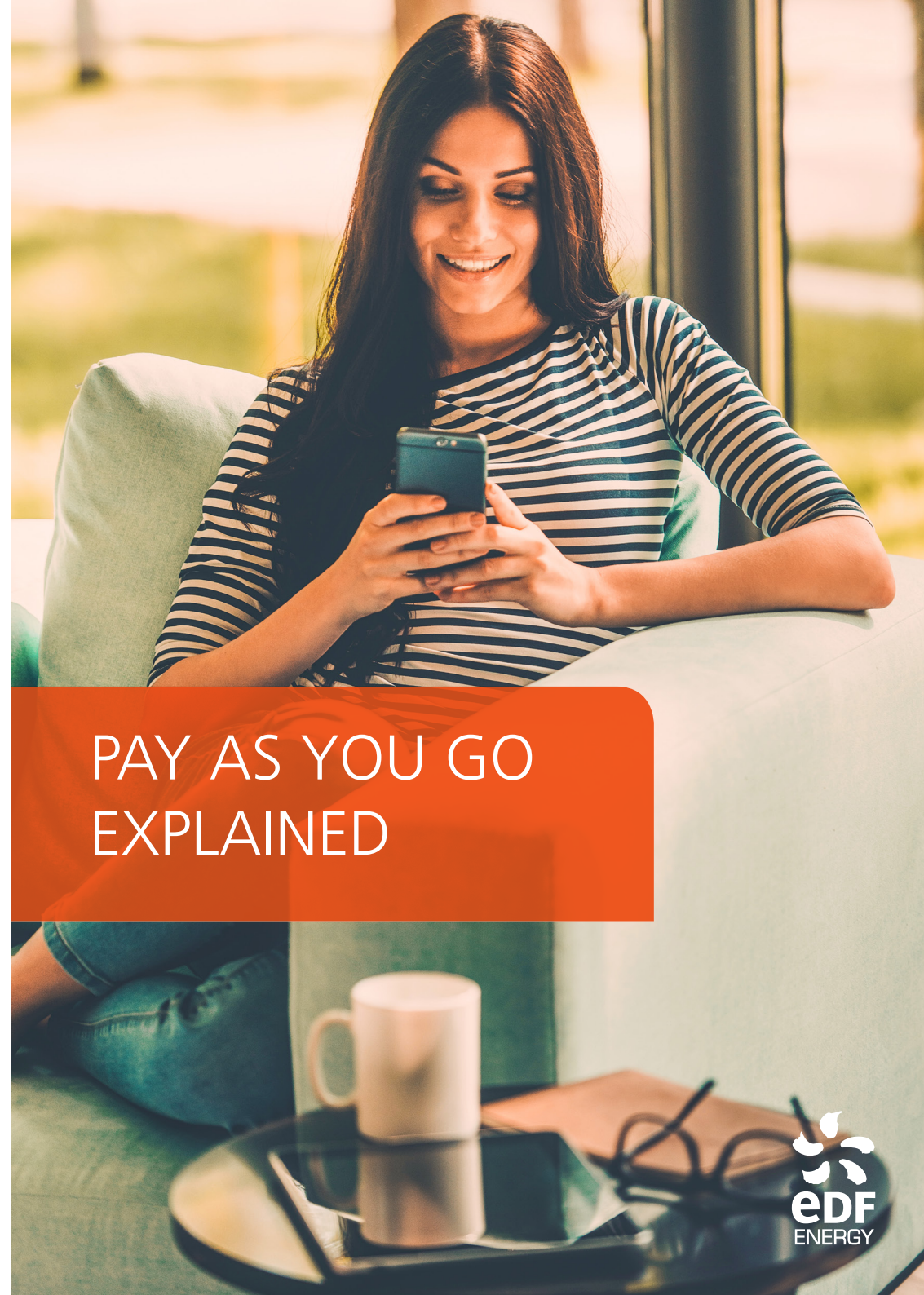
- From time to time there may be discrepancies between PAYG customers' meter(s) and their account. EDF Energy reserves the right to refund/deduct any over or underpayment for energy charges and make any metering adjustments.
- PAYG customers should always check their balance and ensure their account is topped up with credit. If they don't they will be self-disconnected if their balance reaches £0.

## 10. Outages

- From time to time there may be scheduled outages or unexpected failures of the PAYG systems which may delay a top up being made or accepted.
- It's the PAYG customer's responsibility to check their balance and leave a enough credit on the meter to last a few days to reduce the risk of self-disconnection if all methods of topping up are unavailable (e.g. online, over the counter, IVR, Customer Services).

## 11. Manually entering a UTRN number

- If a top up has been made and has failed to load onto your meter, a message (SMS or email) will be sent to let you know and give you a UTRN number. You can either wait for it to load or you can manually input the UTRN number into the meter or via the PPMID to ensure the credit is added to your meter.



PAY AS YOU GO  
EXPLAINED

edfenergy.com

We may monitor and record calls to improve our service. Calls to 0800 and 0808 numbers are free of charge from all consumer landlines and mobile phones.

EDF Energy is a trading name used by EDF Energy Customers plc, registration number 02228297 whose registered office is at 40 Grosvenor Place, London SW1X 7EN, incorporated in England and Wales. EDF Energy Customers plc is the organisation responsible for carrying out the supply obligations for your gas or electricity supply (or both if you are a dual-fuel customer).

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This document gives a detailed overview of the Pay As You Go (PAYG) functionality. It also outlines the responsibilities that EDF Energy and you as a PAYG customer have in regard to this payment method.

## It will cover the following:

- 1 Self-disconnection alert
- 2 Emergency credit
- 3 Low balance alert
- 4 Auto top up
- 5 Stored cards
- 6 Ad hoc top up
- 7 Top up history
- 8 Replacement top up card
- 9 Reconciliation
- 10 Outages
- 11 Manually entering a UTRN number

## 1. Self-disconnection alert

- A self-disconnection alert will be triggered when a fuel reaches £0 credit, the meter has disconnected and also when the PAYG customer's emergency credit has run out and the meter has disconnected. There'll be one message per fuel.
- Self-disconnection alerts must be activated. To receive a self-disconnection alert, PAYG customers must agree to receive a Low Balance Alert. If a PAYG customer chooses to opt out of a self-disconnection and low balance alert it can be done via customer services on the telephone or online via My Account / the app (when available).
- If a PAYG customer doesn't opt to receive low balance alerts, they won't receive a self-disconnection alert by SMS or email, even if their credit for one or both fuels reaches £0. Instead, they'll receive a message on their IHD. This could result in self-disconnection of one or both fuels (balance dependent).
- PAYG customers can set up a self-disconnection alert for one or both fuels.
- PAYG customers will receive self-disconnection alerts via SMS if they've given a mobile number or via email if a mobile number hasn't been provided.
- If a PAYG customer misses or doesn't read their self-disconnection alert, this could result in self-disconnection of one or both fuels (balance dependent).
- There's a risk that the self-disconnection alert via SMS or email could fail. This would mean the customer may not receive the alert to let them know their balance for one or both fuels is at £0. It's the PAYG customers' responsibility to ensure the meter balance is in credit to avoid self-disconnection. Self-disconnection won't happen during the following 'holiday periods': Bank holidays, weekends and evenings (6pm to 9am).
- For PAYG gas customers. If you are self-disconnected, always check to ensure all gas appliances (cookers, hobs, fires, heaters etc.) are TURNED OFF before trying to reconnect your gas once the account is in credit.
- The process for reconnection differs for electricity and gas:
  - Electricity prepayment meters can be reconnected 1) if they're in the property and the button on the meter is pressed or 2) via the prepayment PPMID.
  - Gas can only be reconnected (once in credit) by the PAYG customer if they're in the property and press the button on the gas meter to restart. If the meter detects a flow of gas (e.g. an appliance is turned on); the meter won't turn on and an audible alarm will sound. When all gas appliances are turned off, re-press the button on the gas meter to reconnect.
  - If you require assistance our smart meter team is here to help. Call us on 0800 015 8787.
- It's vital PAYG customers don't solely rely on the self-disconnection alerts to manage their energy account. They should continue to check their meter balance and IHD to minimise the risk of self-disconnection.
- PAYG customers are ultimately responsible for ensuring they have enough credit for each fuel on their meters.

## 2. Emergency credit

- PAYG customers can use £10 of emergency credit per fuel if they can't top up immediately when the credit reaches between £1 and £0.01p.

- Emergency credit can be used only when the PAYG customer is in the property via the following methods:
  - Electricity – manually via the meter and PPMID.
  - Gas – manually via the meter or PPMID (customers with inaccessible gas meters more than 6ft above the ground aren't eligible for a prepayment meter).
- A second self-disconnection alert is sent to PAYG customers when the emergency credit is used up and the balance reaches £0. If the customer doesn't top up (for one or both fuels), this will result in self-disconnection.
- When emergency credit is used (for one or both fuels) the PAYG customer must repay the amount used (up to £10) via topping up, plus make an additional top up to ensure the meter balance is in credit. If the meter balance is at £0, a self-disconnection alert will be sent to the customer.
- Emergency credit should not be relied on as additional credit and should only be used in an emergency.
- PAYG customers are ultimately responsible for ensuring they have enough credit for each fuel on their meters.

### 3. Low balance alert

- A low balance alert will be triggered when a fuel reaches a low balance threshold the customer pre-sets (one message per fuel). PAYG customers who set up their low balance threshold using MyAccount/App can choose to top up from four set values. Those who set up a low balance threshold with Customer Services can choose an alternative value which will be shown in MyAccount if it's different from the four set values. We reserve the right to change the pre-set low balance threshold values from time to time, but this will not affect any values already selected by PAYG customers.
- A PAYG customer will automatically receive low balance alerts unless they opt not to receive them (opt out can be done via Customer Services on the telephone or online via MyAccount).
- The low balance alert message comes with an online link so the PAYG customer can top up their meter (for one or both fuels).
- PAYG customers who opt to receive low balance alerts will automatically receive a self-disconnection alert if the credit on one or both fuels reaches £0 and if/when their emergency credit runs out.
- PAYG customers can set up a low balance alert for one or both fuels.
- PAYG customers will receive self-disconnection alerts via SMS if they've given a mobile number or via email if a mobile number hasn't been provided.
- PAYG customers can have either a low balance alert or an auto top up function on each fuel or a combination of both e.g. low balance alert for gas and auto top up for electricity. If they choose not to have either they increase the risk of their credit balance reaching £0 and potential self-disconnection (for one or both fuels). A PAYG customer's credit balance (for each fuel) must be above the low balance alert threshold limit for each fuel when set to ensure the low balance alert is sent. It is the customer's responsibility to ensure their credit balance is above the low balance threshold if they wish to be able to receive a low balance alert.

- If the PAYG customer's credit balance (for each fuel) is below the low balance alert threshold limit, they won't receive a low balance alert and could risk their credit balance reaching £0 and potential self-disconnection for one or both fuels.
- Only one low balance alert (per fuel) will be sent to the PAYG customer when they reach their credit threshold limit. If the PAYG customer misses their message or forgets, they could risk their credit balance reaching £0 and potential self-disconnection for one or both fuels.
- There's a risk that the low balance alert via SMS or email could fail. This would mean the PAYG customer wouldn't receive their alert, and could risk their credit balance reaching £0 and potential self-disconnection for one or both fuels. It's the customers' responsibility to ensure the meter balance is in credit.
- It's vital the PAYG customer doesn't solely rely on the low balance alert to manage their energy account. It's up to them to ensure the meter balance is in credit to avoid self-disconnection.

### 4. Auto top up

- Auto top up is an optional function customers can choose to ensure they don't go into debt or self-disconnect (for one or both fuels).
- PAYG customers can set an auto top up low balance threshold for each fuel. When their credit balance reaches this agreed limit, e.g. £10, an automatic top up amount pre-set by the PAYG customer is credited to their account, e.g. £20 (for one or both fuels), and paid by a securely stored credit/debit card.
- PAYG customers can set up auto top up for one or both fuels.
- PAYG customers who set up their auto top up low balance threshold using MyAccount/App can choose to top up from four set values. Those who set up an auto top up low balance threshold with Customer Services can choose an alternative value which will be shown in MyAccount if it's different from the four set values. We reserve the right to change the pre-set auto top up low balance threshold values from time to time, but this will not affect any values already selected by PAYG customers.
- PAYG customers who set up their auto top up using MyAccount/App can choose to top up from four set values. Those who set up auto top up with Customer Services will be able to top up with an alternative value which will be shown in MyAccount if it's different from the four set values. We reserve the right to change the pre-set top up values from time to time, but this will not affect any top up values already selected by PAYG customers.
- To use auto top up, PAYG customers must agree to input and store their credit or debit card details securely with EDF Energy, either over the phone with a customer adviser or online via MyAccount. A maximum of five cards (valid or expired) can be stored securely at one time per customer. If a PAYG customer does not want to have their credit/debit card details stored securely with EDF Energy, the auto top up function cannot be used.
- To enable auto top up, PAYG customers can set up via Customer Services on the phone or via MyAccount/App.
- PAYG customers will receive auto top up alerts via SMS if they've given a mobile number or via email if they've not provided a mobile number.
- PAYG customers who use auto top up cannot receive low balance alerts.

- We recommend that PAYG customers have either a low balance alert or auto top up function on each fuel or a combination of both, e.g. low balance alert for gas and auto top up for electricity. PAYG customers must decide which is more important by fuel. Customers can choose not to have either alert, however they increase the risk of their credit balance reaching £0 and potential self-disconnection (for one or both fuels).
- PAYG customers who use auto top up cannot receive self-disconnection alerts as well as low balance alerts. It is the customer's responsibility to ensure their account is topped up with credit to minimise the risk of self-disconnection.
- There's a risk that the auto top up could fail (if card is invalid/fraud/credit/debit card fails to store/communications issue/insufficient funds). This would mean the PAYG customer's balance wouldn't top up and no money would be taken from the customer's credit/debit card. This could risk their credit balance reaching £0 and result in self-disconnection for one or both fuels. A message will be sent to the PAYG customer if a payment fails. It is vital that the PAYG customer doesn't solely rely on auto top up to manage their energy account. It's the PAYG customer's responsibility to check their auto top up confirmation and credit balance (for one or both fuels).
- There's a risk that auto top up could fail to automatically credit the meter (for one or both fuels) due to a communications failure. This would mean the PAYG customer's account wouldn't automatically top up despite money being taken from their credit/debit card. In this instance an email or SMS (depending on PAYG customer preference) would be sent to the customer telling them a credit had failed to reach the meter (for one or both fuels) and would include a UTRN code. The message would instruct the customer to manually input the UTRN (Unique Satisfaction Reference Number) code into each meter (PAYG customers can also enter the UTRN code into PPMID). If the UTRN code fails to input manually or via the PPMID they should contact Customer Services to minimise the risk of self-disconnection. PAYG customers are ultimately responsible for ensuring they have enough credit for each fuel on their meters.
- If the PAYG customer doesn't input the UTRN code and credit their fuel account, they could risk their credit balance reaching £0 and potentially incur self-disconnection for one or both fuels. The credit will sit on the account in SAP and the PAYG customer can re-access the UTRN via MyAccount or by calling Customer Services to manually activate the auto top up credit via the meter (or PPMID). It's the PAYG customer's responsibility to ensure their account is topped up with credit and they should follow the process to manually input the UTRN code, or contact Customer Services if this fails, to minimise being self-disconnected.
- There's a small risk that the UTRN code generator could fail, meaning the customer wouldn't receive the UTRN code to manually input into their meter and receive their top up credit. Please contact Customer Services for assistance if this occurs. It's the PAYG customer's responsibility to check their balance and leave a enough credit on the meter to reduce the risk of self-disconnection when topping up online isn't possible.

## 5. Stored cards

- PAYG customers can input and store their credit or debit card details securely with EDF Energy, either over the phone with a customer adviser or online via MyAccount. A maximum of five cards (valid or expired) can be stored at one time per customer. If they don't want to have their credit/debit card details stored securely with EDF Energy, certain PAYG functions cannot be used, e.g. auto top up.

- If the PAYG customer wants to remove a stored card, they must change the auto top up to a new card if they want the functionality to continue. If they don't do this they could risk self-disconnection if their balance reaches £0.
- EDF Energy will let PAYG customers know via SMS if they've given a mobile number or via email if a mobile number hasn't been provided.
- It is the customer's responsibility to ensure that their cards are valid and have sufficient funds.

## 6. Ad hoc top up

- PAYG customers can pay for their energy on an ad hoc basis (for one or both fuels) if they don't want to pay using the auto top up function.
- PAYG customers can pay via ad hoc top up either over the counter (in Paypoint stores), over the phone (with a customer adviser or through the IVR) or via MyAccount.
- PAYG customers can make ad hoc payments over the counter as often as they like and can choose the amount they wish to pay each time. Ad hoc payments can range from £1 to £49.
- PAYG customers who make ad hoc payments over the phone (with a customer adviser or through the IVR) or via My Account can do this as often as they like and can choose the amount they wish to pay each time. Ad hoc payments over the phone can range from £1 to £500. Customers can enter the amount they wish to pay per fuel (in values of £1).
- For PAYG customers topping up ad hoc via MyAccount or over the phone (with a customer adviser or through the IVR), the following information below applies:
  - They can pay for ad hoc top ups using stored and non-stored debit or credit cards. They can input and store their credit or debit card details securely with EDF Energy, either over the phone with a customer adviser or online via MyAccount. A maximum of five cards (valid or expired) can be stored at one time.
  - We recommend that PAYG customers who use ad hoc payments as their main payment method should set up low balance alerts for one or both fuels. Low balance alerts will let them know (by SMS or email) if their balance (for one or both fuels) goes below a pre-set threshold. It's the customer's responsibility to top up the account to prevent self-disconnection if the balance reaches £0 for one or both fuels.
  - PAYG customers who opt in to low balance alerts will automatically receive a self-disconnection alert if the balance on one or both fuels reaches £0 and subsequently their emergency credit is used.
- PAYG customers will receive confirmation of their ad hoc top up by SMS or email (if paid by MyAccount/App), and a record will be kept in their top up history (for up to 12 months). It's their responsibility to ensure their account is topped up with credit by checking their account balance (for both fuels). Not doing this will mean self-disconnection if their balance reaches £0.

## 7. Top up history

- EDF Energy will provide the PAYG customer with 12 months' top up history data in MyAccount. Customers will have a record of all payments and auto top ups, including any failed top ups (UTRN codes and money on meter). It's the PAYG customers' responsibility to check their top up history to ensure it's accurate.