

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.
- We also operate a friendly, non-disconnection policy on most electricity meters. This basically means that you will not lose supply "out of hours". You can then pay this back next time you top up 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

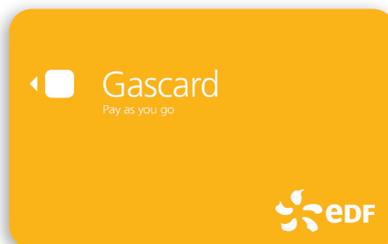
- We've sent you your new prepayment electricity key or gas card, which you can top up at any Paypoint, Payzone or Post Office®. You can then charge your meter with credit using this key or card. It's important that you use this new key or card to make sure you're paying the right price for your energy.
- Your credit is used to cover your daily standing charge and any debt repayment plans (if you have them), therefore it is important to ensure you have enough credit on your meter to cover this especially during the summer when your usage may decrease, or, if you are leaving the property for several days.
- 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 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 Pay As You Go card or key at a Payzone, PayPoint 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 Payzone, PayPoint 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](https://www.edfenergy.com/ways-to-pay). 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 0333 200 5110.

## 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.



	General Purpose Rate Prepayment Meter	Economy 7 Rate
Outstanding credit	£008.50	£008.50
Test display/emergency (if in use)	TOTAL TOKENS ACCEPTED DEBT CHARGE/WEEK RATE 8-8-8 8.8:8.8 PER WEEK	TOTAL TOKENS ACCEPTED DEBT CHARGE/WEEK RATE 8-8-8 8.8:8.8 PER WEEK
Time and rate in use >		15.50 7
Date and rate in use > (written in reverse)		01.09.92 7
Total amount of credit accepted by the meter to date	TOTAL ACCEPTED £00248	TOTAL ACCEPTED £00248
Debt/Standing charge collection amount	TOTAL CHARGE/WEEK £004.28	TOTAL CHARGE/WEEK £004.28
Total units used (rate 1)	00873.20 kWh 7	00873.20 kWh 7
Price of each unit (rate 1)	007.51 PENCE PER kWh 7	007.51 PENCE PER kWh 7
Total units used (rate 2) >		00252.95 kWh 2
Price of each unit (rate 2) >		002.76 PENCE PER kWh 2
*Emergency credit	E = £006	E = £006
*Current debt owing	TOTAL DEBT £046.02	TOTAL DEBT £046.02
*Debt charge per week	DEBT CHARGE/WEEK £003.00	DEBT CHARGE/WEEK £003.00

>Additional screens for Economy 7 Tariff

\*Customer Key required for these readings

## 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
- 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 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.

Call our prepayment customer helpline

**0333 200 5110**

## 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. From 1 October 2022, a prepayment meter normally has £10 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.

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## 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 Payzone, PayPoint or Post Office®, visit [edfenergy.com/ways-to-pay](https://www.edfenergy.com/ways-to-pay) to find your nearest alternative.



# How to contact us

## Website

Visit [edfenergy.com](https://edfenergy.com) and click on 'Contact us' to fill in our online contact form.

## Phone

For non prepayment enquires, please call us on 0333 200 5100.

## Write

If you want to write to us, please send your letters to our Correspondence Manager at the following address:

Freepost EDF CUSTOMER CORRESPONDENCE

## 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 on 0333 200 5100 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](https://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 on **0333 200 5101**.

Or you can email us at:

[complaintresolution@edfenergy.com](mailto:complaintresolution@edfenergy.com)

Or write to: **Freepost EDF CUSTOMER CORRESPONDENCE**

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](https://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](https://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 2021 to March 2022. Our customers' electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are major supporter of independent renewable generators.

	 Coal	 Gas	 Nuclear	 Renewable	 Other	 CO <sub>2</sub> g/kWh	 Radioactive waste g/kWh
EDF Energy's fuel mix	1.6%	15.1%	63.1%	19%	1.2%	82	0.0044
Contribution to our carbon emissions	19.7%	68.2%	0.0%	0.0%	12.1%		
UK average fuel mix	3.8%	38.5%	16.1%	38.7%	2.9%	198	0.0011

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](https://edfenergy.com/fuelmix)