



# Electricity

Your Pay As You Go  
meter guide



**sse**

Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic

# Welcome

With Pay As You Go you pay for your energy in advance. It puts you in control of your costs. Sticking to a budget is easy because you'll see how much electricity you're using and how much it costs.

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# 1 Before you start.



## Register your key

Before you top-up for the first time, put your new key into the meter and wait for it to say 'token accepted' on the display screen.



## Buy credit

Take your key to a PayPoint outlet or Post Office branch to top it up with credit. You can top-up between £1 and £99 in one go.



## Put your key into the meter

When you get home, put the key into your meter to transfer the credit.

## Look after your key

Keep it clean with a dry, soft cloth

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Only use the key we've given you. If you use an old supplier's key it could cause problems with your meter and payments.

# 2 Topping-up.

## Where

You can top-up wherever you see the PayPoint sign, or at any Post Office branch. Find your nearest PayPoint shop at [paypoint.com](https://www.paypoint.com) and your nearest Post Office branch at [postoffice.co.uk](https://www.postoffice.co.uk). Or you can **call us on 0345 026 7038**.

## When

It's important you keep your meter topped-up. You'll need to pay for the electricity you use and any charges you might pay — like a daily standing charge or debt payments.

## How

Once you've bought credit put the key into your meter and the money will transfer. If there are any arrears, they'll be paid out of the credit.



PayPoint



## 3 Emergency credit.

### What is it?

If you're low on credit and can't get to a shop to top-up — don't panic. We'll lend you emergency credit to keep your electricity on. It'll be there if your credit goes below 50p, as long as you haven't already used it. You'll need to re-insert your key to activate it.

### How much do I get?

You can check to see how much emergency credit you get by going to screen 'R' on your meter. (See page 5).

### And does it cost anything?

Don't worry there are no extra costs. But, the emergency credit won't pay for any debt payments. These will need to be paid back when you next top-up. Just check screen 'B' to find out how much you need to pay back in total. (See page 5).

### Keeping your lights on

If you run out of credit your electricity meter won't turn off on a bank holiday and most meters won't go off at night. Not every meter is the same. So, please get in touch with us to find out if your meter supports this service and what times your meter will stay on.



Remember you'll have to pay back whatever you've used and any debt payments you've missed.

## 4 What your meter can tell you.

To go through each of the screens on the meter, press the display button to go through each screen, starting with 'A'.

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**A** The first screen shows your credit:

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Shows a value and a flashing 'E', means the emergency credit is available on the meter (this will only be displayed when your credit is under 50p).

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The word 'DEBT' and there's a **flashing** 'E', it means you've run out of credit, but emergency credit is available.

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The word 'DEBT' and there's a **static** 'E', it means you've run out of credit and emergency credit is not available.

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**B** The amount of credit you owe for any un-paid emergency credit, debt and standing charge plus an amount to get you back on supply.

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**C** The time (two-rate meters only).

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**D** The date (two-rate meters only).

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**E** The total amount that's been topped-up on the meter.

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**F** The total amount you pay each week for standing charge and debt recovery (if applicable).

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**G** The total number of kWh used.

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**H** This is your meter reading at standard or peak rate on a two-rate meter.

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**I** The price per kWh (including VAT) used during the standard or peak rate.

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**J** This is your meter reading during the off peak rate

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**K** The price per kWh (including VAT) used during the off peak rate

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**!** **You'll need to put your key in the meter to see the next three screens:**

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**R** The amount of emergency credit you'll get.

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**S** The amount of debt you owe us.

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**T** The amount you're paying back each week towards your debt.

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## 5 Paying back a debt.

**With Pay As You Go you can pay back a bill using your meter. We'll agree a weekly payment amount that suits you.**

### **How does it work?**

Your meter will take 1% of your weekly payment amount from your credit every 100 minutes. For example, if you choose to pay £7.00 each week, your meter will take 7p every 100 minutes. You need to make sure your meter is topped-up.

### **What happens if you miss a payment?**

If you miss a payment you'll still need to pay it. A debt will build up on your meter and your supply will stop. To get your electricity back on, you'll need to top-up your meter. Screen 'B' will show you how much credit you need to buy. (See page 4)

If your circumstances change and you can't afford your payments, we're here to help -  
**please call us on 0345 026 7038**

### **Switching supplier when there's a debt on your meter**

You can switch to another supplier, even if you've got a debt of up to £500 on your meter. Call your chosen supplier and they'll tell you what to do.

Note: Terms and conditions apply.

# 6 What to do if your meter isn't working.

We know it's worrying when your meter stops working, but sometimes it's easy to fix.

Below are the most common problems. If the fault with your meter is not listed here or you're still having problems — make a note of the error message, your meter serial number (you'll find this near the barcode), and call us on **0345 026 7038**.

What's wrong	What to do
Top-up won't go on the meter.	Wipe the key with a soft dry cloth.
Key not recognised in the meter.	Wipe the key with a soft dry cloth.
Blank screen	You may have a power cut. If you can, check with a neighbour to see if their electricity is still on. Contact your distributor - you'll find their number on <b>sse.co.uk</b> or in your phonebook.
<b>Meter shows error:</b>	
1	
3	
40	
99	
A5	
A8	
C1	
EL	
E6	
KEY	
OFF	

 **Call us on 0345 026 7038.**

## 7 Frequently asked questions.

### What charges do I pay through my meter?

Your meter will use your credit for the energy you use, standing charge and debt payments (if you have any). If your credit runs out your electricity will go off and a debt could build up.

### What happens if I go away?

If you're not going to be at home for a while, you'll need to check you've got enough credit on the meter to last until you get back. Even if you've switched off all your appliances, your meter may still collect charges.

These charges could be a daily standing charge, and if you're paying back a debt through your meter, it'll collect these payments too. Your meter can only take these if you keep your meter topped-up.

### Does it matter where I buy credit from?

Only buy top-ups from authorised outlets. Fraudsters have been illegally selling top-ups on the doorstep. If you buy an illegal top-up, we won't get this money—it'll go straight to the fraudster. We'll spot this and you'll have to pay for the full cost of the energy you've used, meaning you would've paid twice.

### What if I lose my key?

If you lose your key, don't try to use anyone else's because it won't work in your meter. Call us on **0345 026 7038** and we'll be able to tell you where you can pick up a new key and what you need to do.

### What if the meter isn't suitable for me anymore?

If something's changed and you're struggling to top-up your meter, please call us so we can help.



## 8 If there's a problem and your supply stops, we'll aim to get to you:

- Within **three hours on a working day** (Monday to Friday), if you tell us between 8am and 8pm.
- Within **four hours on weekends** or bank holidays, if you tell us between 9am and 5pm.
- **The following day**, if you contact us outside of these times.

And if we don't get to you within these times, we'll pay you £30 as part of our **Guaranteed Standards**.

- If the problem has been caused by you, (say, if you haven't put enough credit on the meter) you may be charged for the visit. We'll put this cost on the meter for you to pay back.
- You need to tell us if your meter stops charging you for electricity. You'll have to pay for any electricity you use while the meter is faulty, so the sooner you tell us, the sooner we can come and fix it.

### More Information



You can find more information about your Pay As You Go meter at [sse.co.uk/paygo](https://www.sse.co.uk/paygo) You'll also find a statement about your meter with the advantages and disadvantages. Or you can call us for a free copy.

# 9

## Moving home

### Before you move

You can call us up to 30 days before to let us know when you'll be moving out, call us on **0345 078 3213**.

### On the day of your move

Write down your meter reading — include all the digits from left to right. Don't forget you need to make a note of your moving date.

### After your move

Give us a call on **0345 078 3213** and tell us your meter readings and your forwarding address - just in case there's a problem.

### For your records

Meter readings

Date

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## 10 How to contact us

### [sse.co.uk/paygo](https://sse.co.uk/paygo)

Visit our website where you can find more information and the answers to frequently asked questions.

### Email

[customerservice@sse.co.uk](mailto:customerservice@sse.co.uk)

### Pay As You Go meter enquiries

**0345 026 7038** Electricity

**0345 026 7039** Gas

**0345 078 3213** Moving home

Open 8am to 8pm Monday to Friday and 8am to 2pm on Saturday.

### Electricity power cuts

**105**

To report a power cut or dangerous situation.

Or call your local electricity distribution company. Their numbers are on [sse.co.uk](https://sse.co.uk), search 'emergency'.

### Gas escape

**0800 111 999**

Call this 24 hour emergency helpline if you smell gas. You can also use this number to report a gas escape or dangerous situation.

### How to use your energy efficiently

**0800 072 7201**

Search for 'energy efficiency' on our website for useful ways to cut your energy costs. Or you can call our Energyline for advice on using your energy efficiently.

### Careline

**0800 622 838**

Information about services for customers with individual needs, such as the elderly, disabled, or chronically sick.

### Textline

**0345 026 7023**

Text telephone users can contact us on our Textline number.

### Where to buy credit for your meter

To find out the most convenient Post Office or Paypoint shop to buy a top-up for your meter, visit [postoffice.co.uk](https://postoffice.co.uk) or [paypoint.com](https://paypoint.com).

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