

Prepayment Meter Statement

Information on pay as you go services

pay as you go meters

A pay as you go meter has several advantages:

- It offers an easy way to budget for electricity or gas without the worry of quarterly bills.
- It allows you to stay on supply while repaying any money owed from past bills.
- It offers you an emergency credit facility if you are unable to buy credit for your meter straight away.
- It helps you understand how much electricity or gas you are using on a day to day basis.
- We have a dedicated team that are available to help with any queries that you might have in relation to your pay as you go meter.
- We do not charge a surcharge for pay as you go meter customers.

pay as you go meters may have disadvantages too:

- You may pay a higher unit rate than you would if you used another payment method.
- You must use the key or card we have provided to top-up your meter. If you use another key or card, you could find you are paying for someone else's energy or paying the incorrect price for your energy.
- You need to look after your key or card and keep it clean and safe. If it's dirty or damaged, it may not work.
- You will have to make sure you can always get to a designated shop (like a PayPoint shop or a Post Office) whenever you need to buy credit for your electricity or gas meter, otherwise you may go off supply.
- You may pay a little towards the service charge and any money you owe from past bills every day. Remember that your meter collects charges for any appliances you leave on all the time such as fridges and freezers, or your heating or hot water. This means you have to make sure you always have credit on your meter when you are away from your home.
- You will usually have to buy more credit for your electricity or gas meter during the winter months when you use more energy, unlike other payment methods where the cost can be spread equally over 12 months.
- If you use some or all of your emergency credit this normally has to be paid back from the money you next put on to your meter.
- If the meter runs out of money and you have used all your emergency credit, your electricity or gas supply will stop.
- If you lose your personal key or card you may be charged for a new one.

Fitting a new pay as you go meter:

We need you to tell us about your circumstances so we can ensure a pay as you go meter will suit your needs. Pay as you go meters are not suitable for all customers, including those with disabilities. How close your nearest shop is for buying electricity or gas is important to understand. Before a pay as you go meter is installed we will always discuss your individual circumstances and if appropriate offer an alternative payment method. The position of your current meter may mean changing to pay as you go is not possible. We have a number of alternative pay as you go budget and payment schemes. If you want details of the payment schemes available, please phone for details on **0800 980 0419** (electric) or **0800 980 0423** (gas).

If your electricity pay as you go meter is faulty:

If you charge your key and find that your meter won't accept the charge from it, try to clean the key first, and re-insert it. If that doesn't work we will arrange for you to get a new key. If you find you have a faulty token, you should as a first step take it back to the shop where you bought the token. If you have no supply of electricity because of a faulty key or token we will normally call out to your home the same day as long as you contact us before 7pm. Phone our 24-hour Emergency line on **0800 980 0419**.

If your electricity supply stops because your meter is faulty, we guarantee to visit and put the problem right within:

- 3 hours if you contact us between 7am and 7pm Monday to Friday; or
- 4 hours if you contact us at the weekend and bank holidays between 9am and 5pm.

If you let us know outside these times, we will call before midday the following day.

If we visit and the problem is caused by you, for example, you haven't charged your pay as you go meter with enough money, we will charge you for our visit. If we call out of hours it will cost you more. We will tell you how much our current charges are when you phone us. If we have to charge for a visit, we will normally add the money due as a debt on your pay as you go meter so you can pay for it over a few weeks.

If we don't keep our promise to call within three hours (four at weekends) or before midday the following day, we will pay you £20.

If your gas pay as you go meter is faulty:

If you charge your Gascard and find that your meter won't accept the charge from it, we will arrange to send you a new card. If you have no supply of gas, please phone for help on **0800 980 0423**. In an emergency we may be able to visit you to provide an emergency supply.

If your gas supply stops because your meter is faulty, we guarantee to visit and put the problem right within 4 hours if you contact us between 8am and 8pm or between 9am and 5pm at the weekend. If you let us know outside these times, we will call before midday the following day.

If we visit and the problem is caused by you, for example you haven't charged your Gascard with enough money, we may charge you for our visit. We will tell you how much our current charges are when you phone us. If we have to charge for a visit, we will normally add the money due as a debt on your pay as you go meter, so that you can pay it over a few weeks.

If we don't keep our promise to call within 4 hours or before midday the following day, we will pay you £20.

Debt repayment via a pay as you go meter:

If you want to have a pay as you go meter fitted to help you repay a debt we will agree a weekly payment amount that you can afford and recovers the debt in a reasonable time.

If your financial circumstances change we may be able to reduce your weekly repayments. We may need to call out to your home to do this and will try to do this within 10 working days of you calling us.

Removing a pay as you go meter:

If you have had a pay as you go meter fitted to help you pay back a debt, once your debt has been paid, we would need to agree another suitable payment arrangement with you before we would change your pay as you go meter for a standard credit meter. When we have agreed to change your pay as you go meter we would normally try to do this within 10 working days of you calling us.

Where to buy your energy:

You can buy energy wherever you see the PayPoint logo in many local shops, service stations and post offices with the "Paystation" sign.

Depending on where you live, you may be able to buy your electricity or gas wherever you see the payzone logo. To find your nearest PayPoint site, visit www.atlanticeg.co.uk. Or call us on **0800 980 0419** to find out where you can buy energy.



Moving home?

Please call **0800 980 0423** for gas and **0800 980 0419** for electric with your final meter reading and new address details. Thank you.

Important! You cannot use your key or card at your new address. When you move, please return your key to: Atlantic, PO Box 7506, Perth, PH1 3QR.

Going away from home?

If you go away from home, remember to leave enough charge on your meter. Even if all your appliances are switched off, your meter will still collect your service charge and repayments towards any money you owe from past bills. Make sure you have enough credit to last until you get back – particularly if you have a fridge or freezer that's on all the time. Remember: there will be no-one at home to start the emergency credit.

If you lose your personal key or card, please contact us immediately on 0800 980 0423 for gas and 0800 980 0419 for electric

Do not wait until your credit runs out as it could take up to three working days for you to receive a replacement. You may be charged for a new one.

Getting in touch with us

Electricity pay as you go 0800 980 0419

Phone for all general enquiries about your pay as you go meter. Open 8am to 8pm Monday to Friday and 8am to 2pm on Saturday. All calls are free.

Gas pay as you go 0800 980 0423

Phone for all general enquiries about your pay as you go meter. Open 8am to 8pm Monday to Friday and 8am to 2pm on Saturday. All calls are free.

Other useful numbers

Electricity Emergency line 0800 72 72 82

Phone to report a power cut or dangerous situation or for information about loss of supply. The lines are open 24 hours a day, 7 days a week. All calls are free.

Gas Leaks 0800 111 999

Phone the national 24-hour emergency service to report a gas leak or dangerous situation.

Energyline 0800 072 7201

Phone Energyline for help and advice on using energy wisely. Open between 8am and 8pm Monday to Friday. All calls are free.

Careline 0800 622 838

Phone Careline for advice and information for the elderly, disabled or chronically sick, including ways to pay, using a password and adaptors for appliances. For extra help you can also phone Careline if English is not your first language. Open between 8am and 8pm Monday to Friday and between 8am and 2pm on Saturdays. All calls are free.

Textline 0800 622 839

Phone Textline if you suffer from hearing loss or impaired speech and you are a text telephone user. The lines are open 24 hours a day, 7 days a week. All calls are free.