

Services for Prepayment Meter Customers

At PFP Energy we want to make it as easy and convenient as possible for you to pay for your energy. A prepayment meter is a payment option which allows you to pay for your gas and electricity as you use it.

You make your payments at one of our many agents, and the meter is topped up with credit when you insert your gas and electricity key or card.

The purpose of this document is to explain the use of prepayment meters in more detail.

The main advantages of prepayment meters are:

- They make budgeting easy because you pay for your gas and electricity as you use it;
- You can pay a debt off at the same time as paying for your gas or electricity as you use it;
- Where you do not meet our credit vetting requirements, a prepayment meter can be installed to provide you with a supply of gas or electricity;
- You will receive a statement showing your usage and the payments you've made, plus your current balance, at least annually.

Please consider the following when having a prepayment meter installed:

- If you don't keep the meter topped up with credit sufficiently, you'll lose your gas or electricity supply until you put more credit on;
- It is important that you continue to put credit into your meter to pay for standing charges for your electricity, even during the summer months where you may be using less energy or away on holiday;
- The prepayment charges may be more than other payment methods due to the additional administration and metering costs of the product. You can contact us at any time to discuss all the options available to you.

When will a prepayment meter be installed in your home?

A prepayment meter may be installed in the following circumstances:

- When you have requested it and we agree that it is a suitable payment method;
- Where you don't satisfy our credit vetting requirements, a prepayment meter may be installed to provide you with a supply of gas or electricity;
- When you request it to pay an outstanding balance and we agree that it is the best payment option;
- Where you've defaulted on an agreed payment arrangement to pay off a debt;
- If no other suitable payment arrangement for your arrears can be agreed, a prepayment meter may be installed to avoid disconnecting your energy supply.

Please note: PFP Energy prepayment meters are fitted by qualified engineers. There may be additional costs incurred in fitting a prepayment meter, which we reserve the right to charge you for, such as when you have defaulted on your payments or when we have to apply for a Rights of Entry warrant when fitting the meter. In exceptional circumstances, i.e. if you are of pensionable age, disabled, chronically sick, deaf or blind or have proven you are in financial difficulties, PFP Energy may waive the charge.

Where to make payments

Our customers can top up at any PayZone, Post Office and Paypoint outlets.

What to do if your payment key or payment card are faulty or lost

If you lose your key or card, please call us on 01772 395777 as soon as possible and we will arrange for a new one as quickly as we can. We may even be able to arrange for you to collect the new electricity key from a local outlet. Please note we cannot arrange for a gas card to be collected and will need to post this to you.

Please note: Any new key or card will need to be inserted into the meter to be activated and then can be used to top up the meter. If you lose your gas card or electric key, we will charge you £6 for the replacement.

What to do if you think your meter is faulty

If your card isn't working then please refer to our guide on Error Messages for Gas and Electricity meters below as this could help resolve your issues.

If you have a gas or electricity pre-payment meter which you believe is functioning incorrectly and which you cannot locate within the above guide, please contact us as soon as possible to reach an outcome within a desired timeframe.

If you have lost supply of gas or electricity, on a weekday we will investigate within 3 hours and 4 hours on weekends and bank holidays.

If you have not lost supply of gas or electricity we will investigate within 3 hours on a weekday. If this happens on a weekend or bank holiday, we will investigate on the following weekday.. We will then take the appropriate action to investigate whether your meter is faulty and restore or replace the faulty meter.

Our telephone lines operate

Monday to Thursday: 9am-1pm and 1:45pm-4:45pm

Friday: 9am-1pm and 2pm-4:45pm

If we receive your notification outside normal working hours, the 3 or 4 hour timescale will run from the start of the next day.

How your debt repayment level will be agreed

When you top up your meter you are covering the costs of the following items:

- Any outstanding debt that you have on the account.
- Energy that you are currently using.
- Standing charge that is applied to your meter.
- Repayment of any emergency credit that has been used.

The majority of the cost will cover your energy use, however you must consider the other costs when topping up.

If you're having a prepayment meter fitted to pay off a debt, we'll take into account what you tell us about what you can afford, including whether or not you're getting certain benefits. We'll also take into account information provided by any advisory group acting on your behalf (such as a Citizens Advice Extra Help Unit (EHU) which provides independent advice about your rights as an energy consumer).

When making a debt repayment arrangement we can agree a repayment plan to suit your needs. It's important that you give us full details of your circumstances, including any benefits that you may be claiming, so that we can agree a repayment rate with you. It is essential that you tell us if you can afford the weekly amount that we propose.

If your circumstances change or you can't afford the agreed debt repayment levels, please contact our prepayment team.

Statement of Account

We send you an annual statement to show you how much gas and electricity you have used over the year and how much you have paid. The statement will also include details of:

- The date that the prepayment meter was fitted.
- The total outstanding debt.
- The repayment rate based on your ability to pay, including whether or not you're getting certain benefits and other information provided to us.
- The amount of emergency credit available and the date the debt will be fully repaid if it's paid at the current repayment rate.

You can also find this information on your meter. For further information please see your prepayment meter user guide which should be given to you when your prepayment meter is installed. Please contact us if you need help with this.

What happens when the debt's paid off?

The prepayment meter will continue to work as a pay-as-you-go service and you'll only pay for the energy you use and any standing charges. If your meter doesn't automatically reset, please contact us on 01772 395777.

Once your meter has been reset we will send you an updated statement.

Moving to a credit meter

If you want to change to a credit meter we would need to complete a credit check.

If this is successful, you can pay to have your meter changed. Charges vary by region so please contact us on 01772 395777 if you would like further information.

Moving your prepayment meter

If you need your meter to be moved to a more accessible position, we can arrange this for you. If you're of pensionable age, disabled, chronically sick, deaf or blind, we may not charge for this.

If you're not eligible for the work to be carried out free of charge, we'll tell you and arrange a quotation. It is then up to you to decide if you wish to go ahead with the work.

Access to your meter

It is important that you allow us access to your meter. We may need to obtain an exact meter reading, complete a safety inspection, reset your meter or exchange your meter.

Please note: if we have to apply for a warrant to gain access to your meter, we'll charge you our costs.

Moving Home

If you move home, you must not use a card or key from your old address. Please contact us and we'll arrange for a new one to be sent to you.

Please also contact us with details of your final meter reading so that we can calculate your energy usage accurately. If you don't provide us with a final meter reading, we may have to use an estimate to finalise your account.

If you move into a property with an existing prepayment meter please contact us with your name and moving in date as soon as you move in, and we will set up an account for you.

During the setup process we will send you out a new key and card which should be used moving forward, failing this, we may ask you to collect a key from your local outlet.

If the previous occupier has left their key or card in the meter we recommend getting rid of it or putting it somewhere where it can't get confused with your key or card, If you don't use the key that we provided at the start of your supply, you may find that you begin to repay debt built up by somebody else.

Emergency Credit

The emergency credit on both prepayment gas meters and prepayment electric meters is set to £5 across the country for all our prepayment customers.

In order to activate the emergency credit you need to insert your gas card or the electric key when your meter beeps to inform them that you have hit the minimum credit threshold to activate emergency.

The electric threshold is set to £0.50p, so you will need to insert their electric key and follow the onscreen instructions to activate the emergency credit. The gas threshold is set to £2.00, so you can activate the emergency when you reach £2 credit on the meter. Again, you need to insert the card in the meter and follow the onscreen instructions to activate the emergency credit.

Friendly Credit/ Non-Disconnection periods

We offer this to our electric customers as it is an inbuilt function in the meter, however, whether you will be able to use this depends on their meter.

If your meter was manufactured between 1985 – 1997, these meters cannot support friendly credit so if you have run out of credit and have used the emergency, then the meter will disconnect if it has not topped up. The only exception to this rule is that if the meter is an economy 7 meter, it will not disconnect between 12am – 7am.

If your meter was manufactured after 1997, it will have a non-disconnection/friendly credit period on weeknights, weekends and over Christmas Day and Boxing Day. The meter will also not disconnect between the hours of 8pm to 8am during winter time and 9pm to 9am during summer time. The meters are set to GMT so seasonal time changes affect the non-disconnection times.

In order for the meter to remain on supply, you must have at least 1p on the meter at 8pm/9pm for the meter to continue on supply until the non-disconnection period ends. If you runs out of credit prior to this time, then you will need to top up.

Non-disconnection/friendly credit is not available for gas meters unfortunately. If you run out of credit and have already used your emergency credit, you will need to top up.

Self-Disconnection

If you have to stop using energy because you can't afford to buy credit, please contact us immediately and we will do our best to help you.

If you sometimes choose not to use your supply (such as when you are on holiday) remember that you still have to pay standing charges and make any debt repayments that you have committed to, so you will need to make sure that you buy enough credit to cover these costs.

Final account

If you leave PFP Energy, we will send you a final bill based on your final meter reading. You must pay any outstanding debt in full, unless it is under £500 and your new supplier has agreed to take it on. Any credit left on the account will be paid to you as soon as possible.

Prepayment meter error messages

Electricity Error Screens / Codes

If you have credit on your meter:

Display Number	What this means
A or 1	The amount of credit on your meter, e.g. £4.50.
888.888	This is a test display only to be used by an engineer.
E or 3	The total amount of credit the meter has received since it was last reset by an engineer.
F or 4	The amount of standing charge and debt (if applicable) that your meter collects each week.
G	The total number of units recorded by your meter since it was manufactured.
H or 5	Your meter reading.
I or 6	Your price per unit of electricity.
R or 7 *	The amount of emergency credit your meter will give you, if you need to use it.

*Your key must be inserted into your meter to see this display.

If you're repaying a debt you can also see these displays:

Display Number	What this means
S or 8	The amount you currently owe us.
T or 9	The weekly amount that has been set on your meter to repay your debt.

If you're in emergency credit mode you'll see these displays:

Display Number	What this means
A or 1	The amount left before your supply will run out, e.g. £4.50E (E = Emergency credit mode).
B or 2	The amount you need to put into the meter before it returns to normal, e.g. £7.00 or £12.00 for Economy 7.

If you have an Economy 7 meter you'll also see these extra displays:

Economy 7 is a special tariff with two different unit rates (a day rate and a cheaper night rate), usually used by people with night storage heaters.

Display Number	What this means
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C	Current time and rate in use, e.g. at 2pm it will show you the day rate, at 2am it will show you the night rate.
D	Current date and rate in use.
H or 5	Your meter reading for your day usage.
I or 6	Your price per unit for your day rate.
J	Your meter reading for your night usage.
K	Your price per unit for your night rate.

Having problems?

Sometimes you may see an error message on your meter screen. Here are some of the most common errors and guidance on how to fix them.

Display Number	What this means	What you need to do
Error 10	You may be using an old key.	First, check to make sure you're using the most recent key you've received from us. Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogram your key. Make sure you have a pen and paper to hand when you call.
Error D4	Your key isn't programmed correctly.	Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogram your key. Make sure you have a pen and paper to hand when you call.
Error A4/B4	The meter serial number on your key doesn't match your meter.	Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogram your key. Make sure you have a pen and paper to hand when you call.
Token No	The meter serial number on your key doesn't match your meter.	Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogram your key. Make sure you have a pen and paper to hand when you call.
Error 1 or E1	Your meter has developed an internal fault.	Please contact us - we may need to arrange for an engineer to visit you.

Gas Error Screens / Codes

Display Number	What this means	What you need to do
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Call help	Your meter has a fault which we'll need to look into.	Please contact us – we'll need to arrange for an engineer to come and take a look.
Card fail	There may be dust on the card, or your card might be the wrong way around.	Clean the card with a dry cloth and try again, making sure it's the right way around. If this doesn't work, please contact us and we'll get you some help.
Card not accepted	The card isn't accepted by your meter.	Make sure you're using the right card. Check that it's clean, then try again.
Blank display	Nothing to worry about. To save battery power, your meter has a screen saver which will make the screen go blank when not in use.	Press red button A to bring back the display.
Battery low	The battery in your meter is running low and will need replacing soon.	You don't need to do anything - a message will be sent to us when you top up your card. An engineer will drop round to replace your battery soon.
Dashes appear on the screen	Your meter has a fault which we'll need to look into.	Please contact us – we'll need to arrange for an engineer to come and take a look.
Please wait	Your meter is having trouble reading the card.	Remove the card and wait 2-3 minutes before re-inserting it. If this doesn't work, please contact us and we'll get you some help.
Can't insert gas card into meter	It sounds as though there could be an obstruction.	Please contact us – we'll need to arrange for an engineer to come and take a look.

Useful contacts

Age UK

Telephone: 0800 169 6565

Email: contact@ageuk.org.uk

Website: www.ageuk.org.uk

Energy Ombudsman

PO Box 966 Warrington WA4 9DF

Telephone: 0330 440 1624

Text phone: 0330 440 1600

Fax: 0330 440 1625

Email: enquiries@os-energy.org

Website: www.ombudsman-services.org/energy

National Debtline

Telephone: 0808 808 4000

Website: www.nationaldebtline.org

Energy Saving Trust

Telephone (advice line): 0300 123 1234 (calls charged at National Rate)

Website: www.energysavingtrust.org.uk

Email: energy-advice@est.org.uk

Citizens Advice Consumer Service

Website: <https://ehu.org.uk/>

The Disabled Living Foundation

Ground Floor, Landmark House, Hammersmith Bridge Road, London, W6 9EJ

Telephone: 0300 999 0004

Email: info@dlf.org.uk

Website: www.dlf.org.uk

StepChange Debt Charity

Wade House, Merrion Centre, Leeds, LS2 8NG

Telephone: 0800 138 1111

Website: www.stepchange.org

PayPlan

Kempton House, Dysart Road, PO Box 9562, Grantham, Lincolnshire NG31 7LE

Freephone: 0800 280 2816

Website: www.payplan.com