

Warmth Matters

Stay warm. Stay healthy. Save money.

Using your pre-payment meter

7 Top tips for getting the most out of your pre-pay meter!

It's simple and effective – use less energy!

It's not just who you pay, but how much you use. Cutting energy is a mix of big and little things. Turn down the thermostat and wear jumpers, defrost the fridge and freezer, turn lights off when you leave a room, use energy-saving light bulbs and don't leave electrical goods on standby.

For more tips on saving energy visit www.energysavingtrust.org.uk or www.simpleenergyadvice.org.uk

Sounds obvious but only use your 'Emergency Credit' in an Emergency

Most suppliers provide around £5-£10 emergency credit after your top-up runs out. But when you dip into the emergency credit it doesn't charge you the standing charge (the fixed charge you pay daily just to be connected), so the next time you top up you have to play catch-up, which can throw your budgeting out.

Consider a smart meter – check if you can get one

Unfortunately, it can be difficult at the moment, but suppliers are starting to roll these types of meters out now, so it's worth asking your supplier. Smart prepayment meters make it much easier to top up. With some suppliers, these meters allow you to top up online, by text, over the phone or via an app - so there's no need any more pop to the shops when you're running low to add credit to your card or key.



To see if you can get a smart prepayment meter, contact your supplier, or for more info use this Smart Meters guide www.moneysavingexpert.com/utilities/smart-meters

Going away for a bit? Top up before you go.

If you're going away, you need to leave enough credit on the meter to cover the daily standing charge, even if usage will be low. Otherwise you may find your credit runs out and appliances switch off while you're gone.

Just moved in?

If you've moved into a home with a prepayment meter, tell the existing supplier immediately and don't use the old tenant's top-up card. Otherwise you may end up having to pay someone else's debt just to get an energy supply. The supplier must, under a code of conduct, reset the meter as soon as reasonably possible.

Keep your top up card in a safe place – you could be charged

Lose your card and you'll usually be charged around £10 for a replacement. And remember, any top-ups you've already made should be transferred to the new card.

Struggling to pay your energy bills?

If you're struggling with energy debt, there are a few options available – both from the suppliers themselves through to 'Energy Trust' schemes, which can help if you have large arrears, and from Government schemes such as Fuel Direct which lets you pay off energy debt directly from any benefits you receive - to help avoid getting deeper into arrears.

Visit the websites of the organisations below for more information

Open to anyone:

www.britishgasenergytrust.org.uk

Open to their customers only:

www.community.scottishpower.co.uk

www.ovoenergy.com/help/debt-and-energy-assistance

www.eonenergyfund.com

www.edfenergytrust.org.uk

www.npowerenergyfund.com



www.warmthmatters.org.uk