

Prepayment Meters

A prepayment meter is one way of paying for your gas or electricity.

Advantages

- This meter allows you to pay for your gas as you use it. It shows you how much gas or electricity you are using. This will help you to control how much you use.
- If you are having difficulty paying for your gas or electricity, we can set a prepayment meter so that you repay what you owe on top of your everyday use. You repay your debt over a reasonable period of time and in amounts that you can manage.
- We do not have to read your meter or send you bills. We send you a statement of your account every year.

Disadvantages

- You have to visit a PayPoint outlet to recharge the credit on your meter.
- The tariff for a prepayment meter may be higher than other payment methods.
- The standing charge is deducted from the meter credit each day even if you do not use any energy.
- If you do not purchase enough credit using your top-up device, within the appropriate facilities opening hours, it is possible to run out of credit and disconnect yourself.
- If you lose your top-up device, you run the risk of being without gas or electricity until you receive a replacement. You will be charged up to £10 for a replacement device, if you lose it.
- After a tariff change, there may be a delay in recalibrating Token meters. If you have a Token meter there is a chance you could build up debt, during the period between the tariff change and the date the meter is recalibrated.

In certain circumstances we will have to install a prepayment meter, for example, if you owe money for gas or electricity supplies in the past. However, if you are on the Priority Service Register and do not want a prepayment meter we will try to offer alternative arrangements, wherever possible.

Dealing with problems

If you are unable to charge your meter or if you have other problems with the meter or the card, this is how we can help:

Emergency Credit. The meter contains £5 of emergency credit that you can use as a reserve. The emergency credit will be enough to cover average usage over a three-day weekend. You will need to repay any credit that you have used once the card is recharged.

Faulty cards or meters. If you are having difficulties with your card, please contact our Customer Service Team, or our agents, who will make sure that the faulty item(s)

are either repaired or replaced within 24 hours. This service is free of charge if your meter or card are faulty.

Meter repairs. If your prepayment meter is faulty and you have no gas or electricity supply, we will respond within three hours during the week and four hours during the weekend.

Charging point repairs. If your charging point is not working, call our Customer Service Team, or our agents, for details of alternative charging points.

Removing and resetting prepayment meters

We may remove or reset a prepayment meter, for example:

- if you contact us to ask us to remove your prepayment meter
- you have paid off your debt
- if we need to reset the prepayment (usually when there has been change of tariff).

In cases like these, we will remove or reset the meter as soon as we reasonably can.

To see a full guide to Prepayment Meters then please contact our Customer Service Centre on 0844 815 7777; e-mail energy@uwdc.co.uk; or write to us at:

The Utility Warehouse
Dryden House
The Edge Business Centre
Humber Road
London. NW2 6EW

and we will be happy to send you a copy.