

Using Emergency Credit

In an emergency you can use up to £5.00 of emergency credit. This allows you time to buy and top up. Once the emergency credit has run out, your heating will switch off and you will need to add more credit before you will be able to use your heating again. Any costs of water consumed during this time will still be deducted daily from the heating balance.

When you purchase credit, it pays back the emergency credit of £5.00 (and any negative amounts) first before any other credit will be added.

First press ENTER, and then press the DOWN button until USE EMERGENCY CREDIT is indicated. Press the ENTER button and your emergency credit will be active



Additional User Information Screens

Repeated pressing of the "Next" button displays the following user information screens;

- Current meter reading and heating system load in kWh
- The next screens show information based on actual consumption in kWh, cost in £, p and CO₂.
- Followed by a screen that gives an indication only of the amount of energy that can be saved by reducing the room temperature.
- The final screen shows the amount of cold water usage during the last hour, previous to last hour, yesterday and the previous day.

A full user video guide can be found at:

<http://www.youtube.com/watch?v=AhpKa4Nhtnc>

How to use your 'Pay as you Go' unit

The 'Pay as you Go' unit is designed to assist with the budgeting and payment of your utility supplies – heating/hot water. The prepayment unit is not an energy meter, it reads the meters installed in your property that measure the amount of energy consumed and deducts the rate per unit from the amount of credit displayed. When you have used all your credit the heat energy supply will stop until you have added more credit.

To use your heating you need to add credit onto your meter. Your unit is mounted on the wall usually in your hallway or kitchen. You will need to use the payment ID card that you have been issued with (or the information printed on the card) in order to make a payment. You need to keep your card safe as replacement cards will be charged for. If you do lose your card, you need to contact your energy supplier

Your meter has an emergency credit limit of £5.00 to allow you time to buy credit for your meter. Emergency credit should be used only when you are unable to top-up. It is not intended for general everyday use. Remember though, once the emergency credit limit is reached you will not be able have any more heating until you add more credit.

There are a number of ways of adding credit to your meter.

To buy credit you can use:



PayPoint

Take your payment card and cash to any PayPoint outlet. Remember to keep your receipt as proof of payment and for the PIN number.



Telephone

To pay over the 24/7 automated telephone payment line using a debit or credit card call 01623 541 401.



Internet

Go to www.energybilling.co.uk you will need to register details before your first purchase. To register follow the on screen instructions (you will need your payment card details). You can pay using a credit or debit card.



Standing Order

If you wish, you can arrange with your bank to pay a standing order so that a fixed amount is paid automatically. Please telephone 01623 880 949 for details.

Your credit should appear automatically within a few minutes of making your purchase, if it does not, or you need your heating urgently, you can add the credit manually to the unit as described below.

How to Add Credit to your Unit Manually

Your meter should update automatically. however if it doesn't update within an hour or two of buying credit or you need to top up instantly, you can follow these simple instructions. You will find your PIN on the bottom of your receipt it will have 10 numbers. If you want a reminder of your last PIN, you can ring the automated payment line - 01623 541 401 - you will need your account number from your payment ID card.

Normally your screen will show how much credit you have left. The "Cr" shows your current credit and the "E" how much you can use in an emergency

27 Nov 2013 12:08
Press Enter to add cr
Heat Cr: £5.47
E: £5.00



To begin adding credit press the "Enter" button

Select "Add Credit by PIN" and press "Enter"

If you are already using your "Emergency Credit", the Credit PIN Entry screen (below) will be shown.



Using the UP, DOWN, PREVIOUS and NEXT buttons enter the number of your PIN. When you have selected each number press the ENTER button.

When you have entered all 10 numbers check they are right and use the directional keys to select DONE and press the ENTER button. Your balance will update.

