



SSE Airtricity Electricity Supply (NI) Limited
Code of Practice
on the Services for
Prepayment Meter Customers

This Code of Practice outlines the services we will make available for customers who pay for their electricity using a prepayment meter.



A prepayment meter allows you to pay for your electricity as and when you need it, enjoy flexibility and control of your energy cost.

Prepayment Meters

Advantages

- Avoid running up large bills – simply pay for your electricity as and when you use it
- Top up your meter when it suits you – either online, over the phone or at any Paypoint / Payzone outlet
- Easy to control and manage your usage
- Helps repay any debt owed at an agreed and manageable rate

Disadvantages

- The range of outlets to purchase top-ups may be limited depending on your location
- You need to check your meter regularly to ensure you remain in credit
- Some homes may not be suitably wired to install a prepayment meter
- Limited suitability for customers with medical or other special needs e.g. sight problems, mobility difficulties, medical equipment installed at the home etc.

Suitability

If you're a customer with Medical Customer Care/life support facility on the premise, then you may not be suitable for a prepayment meter but there may be other payment options available to you which you can discuss with our Customer Service Team on 0345 601 9093. The account holder will be made aware of the Code of Practice on Provision of Services for Persons Who are of Pensionable Age, Disabled or Chronically Sick. We can also provide special control taps and adaptors for customers who have problems using their electrical appliances, free of charge. Simply let us know what difficulties you're having, and we can advise what we have available.

If you'd like a prepayment meter installed get in touch with us to see if it would be suitable. There are no additional charges for using a prepayment meter. We may ask you to install a prepayment meter to repay debt or to avoid disruption to your supply.

To discuss the suitability of a prepayment meter, or if you have a query or complaint about our service, get in touch with our Customer Service Team.



Phone: **0345 601 9093**

Monday to Friday 8am to 6:30pm (calls charged at locall rate)



Email: **customerserviceni@sse.com**



Webchat: **sseairtricity.com**

Monday to Friday 8am to 6.30pm and Saturdays 10am-6pm



Post: Customer Service Team, SSE Airtricity Energy Supply (NI) Limited, 3rd Floor Millennium House, 25 Great Victoria Street, Belfast, BT2 7AQ

Using Your Prepayment Meter

When a prepayment meter is requested, you'll be issued with a pay as you go card for topping up and instructions on how to use your prepayment meter. If you don't have a pay as you go card or you have lost your pay as you go card, please get in touch with our Customer Service Team and we'll issue you one free of charge.

Instructions are available on our website at sseairtricity.com or can be provided free of charge. These are also available in alternative formats including Braille and Large Print, or where requested, in another language other than English. If you need any help using your prepayment meter, or to request a copy of instructions, get in touch with our Customer Service Team.

Topping Up

The most convenient way to top up your meter is online by visiting our website at sseairtricity.com. All you need is your keypad premise number (KPN) which you can find on your pay as you go card and your email address.

You can also top up instore at any Payzone/PayPoint outlet or Post Office. You can view the list of approved Payzone and Paypoint outlets and access information on vending facilities in your area, including the location and hours available at payzone.co.uk/consumers and paypoint.com/en-gb/consumers/store-locator. Please be aware that using an unauthorized vending facility may cause difficulties with your supply and if you change supplier your vending options may change.

You can top up at any time through your mobile phone. Download the SSE Airtricity App today. To learn more visit sseairtricity.com/MobileApp

You can top up any amount in multiples of £1 between £5 - £175. When you buy a top up you'll be given a power code (usually a 20-digit number). This should be entered into the meter using the keypad by firstly pressing '*' then entering the code, followed by '#'. When entered correctly, the message 'Accepted' will display and the credit will be applied to the meter. Full instructions on using the meter are included in your prepayment meter user guide and on our website at sseairtricity.com.

If you lose your power code before keying it into the meter, you can ring our Customer Service Team on 0345 601 9093 and we'll re-issue the power code to you, free of charge. If you topped up online you can retrieve your power code from your email, or if you purchased instore you can return to the store, who will re-issue you with your last receipt free of charge.

For those customers who have no internet access, please contact our Customer Service Team and we'll be happy to let you know of your nearest approved Payzone or Paypoint Outlet.

Please Note When your credit reduces to £1 (£2 for Economy 7 meters) you'll hear a low volume warning sound for two minutes. Press any button to turn it off. The warning sound will be repeated every 30 minutes (but not between 10pm and 11am) until a button is pressed.

Friendly Credit

Weekdays – if your credit runs out after 4pm Monday to Thursday, the supply will stay on until *11am the following day

Weekends – if your credit runs out after 4pm on a Friday, the supply will stay on until *11am the following Monday

Holidays - If you run into friendly credit on the following holidays, the supply will stay on until *11am the following working day: 1st January, 17th March, 12th July and 25th December

*Depending on the meter type, friendly credit may end at 10am.
(Please add 1 hour during summertime)

Emergency Credit

If you run out of credit outside of the hours listed in friendly credit, you'll start to use the emergency credit. Emergency credit is set at £3 and gives you time to purchase credit from one of our authorized outlets.

When the emergency credit has run out the supply to your premise will disconnect.

The next time you top up, the amount of emergency and friendly credit you have used will firstly be deducted from your top up balance.

Standing charges

Prepayment Economy 7 customers have a daily standing charge associated with their meter. Standing charges are made up of costs associated with providing your energy supply such as operating costs, meter reading, maintenance and the cost of keeping you connected to the network.

Every day, the standing charge cost is deducted from your credit. If you're away from home, standing charges will continue to be charged on your meter. You can check your applicable standing charges online at sseairtricity.com. Please make sure you always have enough credit on your meter.

Customers with other prepayment meter types do not have standing charges.



Payment Difficulties and Prepayment Arrangement for Debt

If you have a credit meter and you're finding it difficult to pay your bill, we may be able to install a prepayment meter, if suitable. This will help you budget and stop your debt from increasing. Our Code of Practice on Payment of Bills outlines the services, advice and assistance we may be able to offer you if you're finding it difficult to pay your bill. Get in touch with our Customer Service Team as soon as possible so we can help you.

If a prepayment meter is installed to recover debt, the meter will be set to collect some of your debt every time you top up. Before the installation we'll agree a repayment plan that works for both you and us and take into consideration your individual circumstances and ability to pay, we'll outline the Terms and Conditions of this agreement and advise you on the percentage amount to be collected with each top up and the length of time to repay the debt. We won't collect more than 40% of each top up. Times of lower usage (spring/summer) may be a good opportunity to reduce your debt. We would encourage you to get in touch with us as soon as possible if you experience difficulties in keeping up with your top ups or if you would like to discuss the amount we collect from each top up.

We'll write to you to confirm the total debt the meter has been set to collect. We'll provide you with instructions on how to access up to date information on the debt remaining on your meter. You'll also receive an annual statement, which will show the amount of energy you have used and the amount of credit you have bought.

Useful Information

Tariff Change - For each tariff change, domestic prepayment customers are notified at least 21 days in advance of the tariff effective date. Power codes usually have 20-digits however, when you buy a top up after a change in energy prices you will be given a special 40 or 60-digit power code. This will credit your meter with your top-up amount while updating it with the new price details to take effect from the tariff change date.

Removal/Resetting of the Meter - From time to time your meter may need to be removed or reset. These changes are carried out by NIE Networks. We will ensure any requirement to remove or reset your meter is forwarded to NIE Networks within 5 days of identification. NIE Networks will contact you directly to arrange access and to carry out the removal or resetting of the meter. Any credit on your meter at the time of removal or resetting will be transferred to your new meter.

Moving House - Please call us if you are changing address and require a refund of the remaining credit on your meter. This will be issued within 10 working days from the date that the refund is requested.

Emergency Contact - If you have an emergency outside of our working hours you will need to contact NIE networks on 08457 643 643.