How your gas prepayment meter works
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A prepayment meter lets you pay for your energy before you use it. You simply visit a shop to buy credit which is added to your card. Then you insert the card into your meter to top up your credit.

**Top Ten Tips**

1. Only use your npower programmed card
2. Top up your credit regularly, even over the summer months
3. Only use the emergency credit in an emergency
4. Check your meter regularly to monitor your credit or debt balance
5. Keep receipts for your own records
6. Keep your card in a safe place
7. Let us know when you move home
8. Have a pen and paper to hand when you contact us
9. Be near your meter when you contact us
10. If you have a question you may find an answer on our website npower.com/prepayment
**Gas prepayment meter**

**LCD Screen** - The display screen on your meter enables you to see how much credit is on your meter. You can also view all of the display screens from here.

**Meter reading**

**Meter Serial Number (MSN)**

**Red 'Display' Button 'A'** - Information held on the meter can be accessed at any time by pressing the red 'A' button.

**Card slot**

**Gas safety advice**

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**Buying credit**

As an npower gas prepayment customer you can top up at PayPoint, Payzone and Post Office outlets. There’s a list of your nearest outlets in the letter we sent you with your card. Only top up at an authorised outlet and never buy credit from anyone visiting your home.

To top up your credit, take your card to an outlet. The credit you buy will be added to the card. You can buy any amount of credit in whole pounds up to a maximum of £49 per transaction. You can have up to £249 credit on your meter.

Always buy credit for your meter using your own npower programmed payment card to make sure the money is credited to your account. If you use a card from a previous supplier, the money you pay may not be credited to your npower account. You could be charged the wrong rates and your payments may go to the wrong supplier.
Details we need from your receipt

If you call us with a query we may need information from the receipt, so we recommend that you keep your receipts.

Take the card home and insert it into the slot in the meter. Press the red button A to transfer the credit to the meter.

Lost or damaged your card?

Don’t worry, just give us a call and we’ll get you a new one as quickly as possible.

We may arrange for you to collect a new card from a local outlet (which may not be the same place where you usually top up your card).

• We’ll give you a unique reference number and details of your nearest outlet - so please have a pen and paper handy when you call.

• Take the reference number to the outlet and they’ll give you a new card.

• Don’t buy any credit yet – you need to take your new card home and insert it into your meter for 30 seconds before you buy any credit.

If we can’t arrange this for you (depending on where you live) or if you find it difficult to collect your new card from an outlet, we’ll send you a new card through the post. Please note this can take up to 3 working days to arrive.

Keep your card in a safe and handy place, and keep it clean when it’s not in your meter.
### What will you pay?

Prepayment meter charges are made up of:

- A daily amount to cover the standing charge and any outstanding debt you may be repaying through your meter, and,
- A charge for each unit of gas you use.

The standing charge is a fixed amount you pay for each day you're connected to the gas network, to cover costs like meter reading, maintenance and the gas emergency service.

Prepayment meters apply the standing charge daily, so it's important you continue to top up your credit even if you don't use any gas. If you run out of credit the standing charge will continue to be applied and will build up as a debt which you must repay. We therefore recommend that you charge your gas card every week to avoid a standing charge debt building up on your meter, especially over the summer months when you use less gas.

### Collecting debt

If you've had a prepayment meter installed to help you to repay a debt, it will be collected from the credit you put onto your meter. If you check the displays on your meter regularly you'll see the debt amount reducing. Once you've paid the debt in full your meter will automatically stop collecting.

Every time you top up your credit, your meter does the following:

- Firstly, it gives you 30% of your top up for gas supply
- With the remaining 70% the meter looks to see if you're repaying a debt or if you owe standing charge and/or emergency credit and repays this
- Any remaining amount is allocated to your gas supply.

<table>
<thead>
<tr>
<th>Top up amount</th>
<th>£10.00</th>
<th>added to meter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allocated to gas supply (30%)</td>
<td>£3.00</td>
<td></td>
</tr>
<tr>
<td>Allocated to gas debt</td>
<td>£5.00</td>
<td></td>
</tr>
<tr>
<td>Credit remaining</td>
<td>£2.00</td>
<td></td>
</tr>
</tbody>
</table>

So the total credit allocated to gas supply is **£3.00 + £2.00 = £5.00**
If you’re having difficulty paying your debt and keeping your meter topped up, please contact us as soon as possible and we’ll be happy to discuss some options with you.

**Emergency credit**

Your prepayment meter has an emergency credit facility that allows you to ‘borrow’ money from the meter if your credit runs low.

You should only use the emergency credit in an emergency. After you’ve used the emergency credit you’ll have to pay it back next time you top up your meter, including any debt outstanding and standing charge that would have been collected while you’ve been using the emergency supply.

To access the emergency credit, insert your card into the meter and press the red button. The meter displays ‘Emergency credit in use’ to show that it’s in emergency credit mode.

**Repaying emergency credit and debt**

When your meter is in emergency credit mode after 1 day it won’t collect any debt or standing charge. The debt owed builds up on an hourly basis. You have to pay back all debt owed to the meter, then any emergency credit you’ve borrowed, before the meter will allow you to access any emergency credit again.

So for example, if your meter is in emergency credit mode for 1 day and you’re paying back a debt of £5.00 a week, you’ve borrowed £1.00 emergency credit and you put £10.00 credit into the meter:

- **Top up amount**
  - £10.00 added to meter
  - Allocated to gas supply (30%)
    - £3.00
  - Allocated to gas debt
    - £5.00
  - Standing charge owed x 1 day
    - 44p
  - Emergency credit repaid
    - £1.00
  - Credit remaining
    - 56p

So the total credit allocated to gas supply is £3.00 + 56p = £3.56

You can check how much you owe on the meter while it’s in emergency credit mode by pressing the red button once. If you don’t top up your meter in time, your emergency credit will run out and your gas supply will go off.
Understanding your meter displays

Your meter has a digital screen with various displays of information. To view the information:

1. Remove your card from the meter
2. If the screen is blank, press red button A – the words 'for gas' will be displayed
3. Press and hold red button A until you hear a beep
4. Release the button – ‘00’ will be displayed
5. To look at each screen keep pressing red button A.

Each time you transfer credit to your meter the displays ‘00’ to ‘03’ will show how your meter has distributed the money you’ve just paid.

The table below details some of the most useful displays. The displays may vary depending on the meter you have.

<table>
<thead>
<tr>
<th>Display number</th>
<th>What this means</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>The most recent amount of credit transferred to your meter</td>
</tr>
<tr>
<td>01</td>
<td>Amount of credit that was last allocated to any outstanding debt to your meter</td>
</tr>
<tr>
<td>02</td>
<td>Amount of credit used to repay emergency credit you’ve used</td>
</tr>
<tr>
<td>03</td>
<td>Amount of credit allocated to your gas supply</td>
</tr>
<tr>
<td>Displays 01, 02 and 03 added together will equal the value shown in 00</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Price per unit of gas</td>
</tr>
<tr>
<td>17</td>
<td>Daily standing charge (collected at 2am every day)</td>
</tr>
<tr>
<td>Your card must be inserted into your meter to see the following displays</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>The minimum debt repayment you’ll pay in a week</td>
</tr>
<tr>
<td>26</td>
<td>The maximum debt repayment you’ll pay in a week</td>
</tr>
<tr>
<td>27</td>
<td>The amount of debt to be repaid. This will reduce each week if you add enough credit to your meter</td>
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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.

<table>
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<th>Display</th>
<th>What this means</th>
<th>What you need to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Help</td>
<td>There's a problem with your meter that needs investigating.</td>
<td>Please contact us - we need to arrange for an engineer to visit you.</td>
</tr>
<tr>
<td>Card Fail</td>
<td>There may be dust on the card, or you've put your card in the meter slot the wrong way round.</td>
<td>Clean the card with a dry cloth and try again.</td>
</tr>
<tr>
<td>Card not accepted</td>
<td>The card isn't accepted by your meter.</td>
<td>Make sure that you're using the correct card and that it's clean, then try again.</td>
</tr>
<tr>
<td>Blank display</td>
<td>Your meter has a screen saver which will make the screen go blank when not in use to save your battery power.</td>
<td>Press red button A to re-activate the display.</td>
</tr>
<tr>
<td>Battery low</td>
<td>Your battery is running low and will soon need to be replaced.</td>
<td>You don't need to do anything as a message will be sent to us when you charge your card and an engineer will call to replace your battery in the near future.</td>
</tr>
<tr>
<td>Dashes appear on the screen</td>
<td>Your meter has developed a fault.</td>
<td>Please contact us - we need to arrange for an engineer to visit you.</td>
</tr>
</tbody>
</table>

If you’re unsure or are having problems fixing the errors please get in touch with us.
Your npower statement

We'll still send you a statement twice a year that shows you how much gas you've used and the payments you've made.

Your statement may show payments you've made after the reading was taken and the balance was calculated.

Customer account number

Our phone number and opening times

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Energy explained

We charge for energy in kilowatt hours (kWh).

1 kWh is 1 kilowatt of power used in 1 hour.

Each day you use on average:

- 19.44 kWh of gas

6   Where to get help

Moving house?

Contact us within 10 days of your move.

npower.com/moving

Type too small?

Ask us for a large type bill.

From landlines

0800 073 3000

From mobiles

0330 100 3000

Or write to us

PO Box 83

Peterlee  SR8 2XX

How to complain

If there's anything you're unhappy with, our complaints team could put things right.

From landlines

0800 316 9328

From mobiles

0330 100 8628

Online

npower.com/complaints

Write to us

npower Complaints

PO Box 83, Peterlee, SR8 2XP

Questions?

For more information about prepayment meters, visit npower.com/payment

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Your gas statement

9 August 2012 to 10 February 2013

Contact us number

05584752074

Contact us

npower.com

We're open Mon-Fri  8am-8pm / Sat 8am-6pm

Energy supplied at

45c Street Name, Place Name, County, Post Code

1   Your energy details

Topping up

You'll probably use more energy over the colder months, so remember to budget for that when topping up, particularly if you're repaying a debt through your meter.

Questions?

For more information about prepayment meters, visit npower.com/payment

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Energy explained

A kilowatt hour gives you:

- 9 uses of a kettle
- 4 hours watching TV
- 24 hours gaming

Saving energy tip

Only fill the kettle with the amount of water you need

npower.com/savingenergy

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How to get in touch for help and advice

This is the number to call if you lose your gas supply

How to get in touch

For your information only

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Please remember that the balance shown on this statement is only for information.
Lost your supply?
If your gas supply goes off, first check the screen on your meter.

If the meter is 'ON' and there's credit on the meter but you have no supply to your gas appliances, you should contact the National Gas Emergency Service immediately on 0800 111 999.

If you smell gas:
• Turn off the gas meter by turning the valve at right angles to the gas pipe - if you're unsure how to do this please call the National Gas Emergency Service on the number above
• Open all windows and doors and keep them open until the leak is repaired
• Call the National Gas Emergency Service on 0800 111 999
• Don't smoke or use electrical switches, matches or naked flames
• Make sure someone's available to provide access when the emergency engineer arrives
• Call the Fire Service on 999 if fire breaks out.

If the meter display is 'OFF' and you've just topped up the meter, the safety valve may need to be opened. If your meter runs out of credit the valve will close for safety reasons. After you've topped up the credit on your card, follow these steps to get your supply working:

1. Make sure all of your gas appliances are turned off
2. Insert your card into your meter
3. Press and hold the red button A.

You will then hear a beep, the safety valve will open, the meter display will change to 'ON' and your gas supply will be back on.
Moving home

It's very important that you tell us you're moving so you only pay for the gas you've used.

If you're moving out...
Make sure you don't pay for gas used by the new occupier - get in touch on the day you move and tell us:

• Your moving date and the meter reading on that date - we'll need these to close your account
• Your forwarding address - we'll send a final statement to your new address.

Try to use any remaining credit on your meter. We'll also check to see if we already supply your new home - if we do we can set up your new account there.

Please don't leave the card in the meter for the new occupier to use - it's for your account only, so you can throw it away.

If you're moving in...
Make sure you don't pay for gas used by the previous occupier - get in touch at least two days before you move and tell us:

• Your name – we'll set up a new account in your name
• Your moving date and if possible the meter reading – we'll need these to open your account.

We'll arrange to send you a gas card within 3 working days.

Please remember to insert your new card into your meter for 30 seconds before you buy any credit as your card carries important information that needs to be transferred to your meter.
Moving into a home with a credit meter

If your new address has a credit meter you can pay by Direct Debit, by regular cash or cheque payments using a payment card, or by cash or cheque in full each quarter.

If you’d prefer to pay by prepayment please let us know – we can exchange your credit meter for a prepayment meter free of charge.

Thinking of asking for a credit meter?

We’ll normally charge you if you ask us to replace a prepayment meter with a credit meter, and other conditions may apply. Please contact Customer Services for further information on the number overleaf.

Save energy, save money

Reducing the amount of gas you use can save you money. For tips and ideas of how you could save, visit npower.com/savingenergy
Get in touch

If you have any questions about your prepayment meter you can call our specialist Prepayment Customer Service team on 0800 073 3000 (free from most landlines) or 0330 100 3000 (included in any 'inclusive minutes' from mobiles). We’re here to help you 8am to 8pm Monday to Friday and 8am to 6pm Saturday. If you have hearing or speech difficulties and use a textphone, our number is 0800 416 016.

When you call us we may ask you to give us information from your meter screens or payment receipt – so please have a pen and paper and some recent receipts to hand. Also try to make sure you can see your meter screens while you’re talking to us.

If you have an emergency when we’re closed you should contact the National Gas Emergency Service on 0800 111 999.

We’ve got lots of useful information on our website so take a look if you have any questions – just go to npower.com/helpandsupport.

If you need to contact us you can complete an online form there too.

And if you want to write to us our address is: npower, PO Box 114, Peterlee, SR8 9DJ.
Phone calls: Calling us on a 0800 number is normally free when you call from a landline but charges may vary if you use a mobile. Calling us on a 0330 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get ‘inclusive minutes’ with your package, calls on a 0330 number will be part of these.

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