



Your Pay As You Go smart meter

SMETS2 Elster





Smarter energy

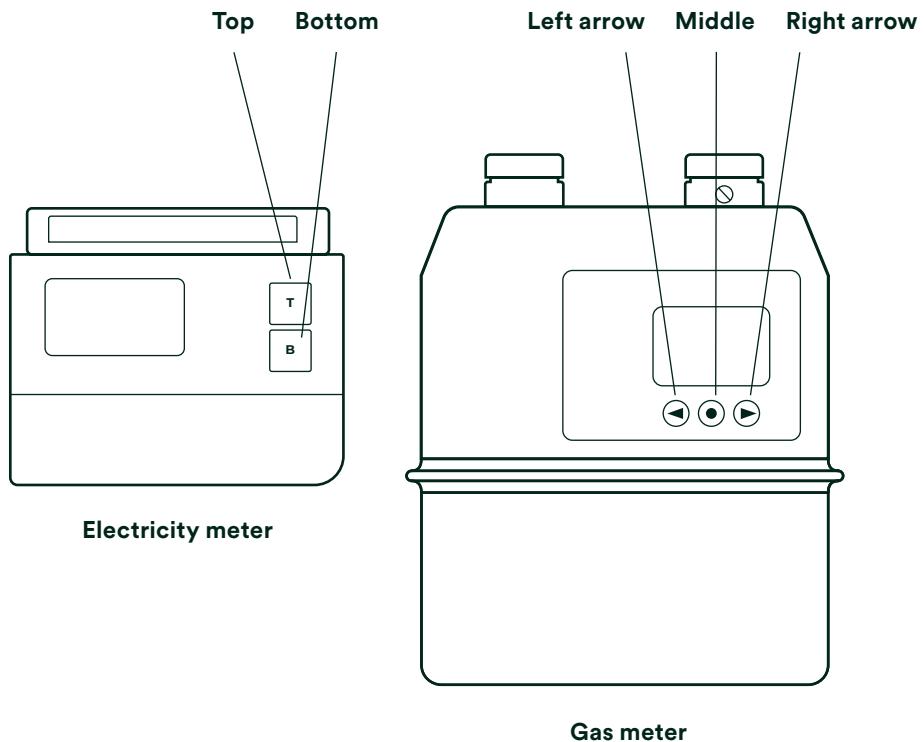
Pay As You Go is a simple way to stay in control of your energy. You can keep an eye on your credit, as you use it. Then top up when you need to, anytime, anywhere – with our OVO Energy Top-up app, at PayPoint shops or online.

Your clever smart meter is a key part of your energy-saving toolkit, too. See how much energy you're using, how much it costs, and spot where you might be able to make savings.

In this guide, we'll explain the essentials – like topping up, using emergency credit, and getting help when you need it. We'll show you how to get the most out of your smart meter and make your home more energy efficient.

OVO Energy is a signatory of the Ofgem-approved Smart Metering Installation Code of Practice (SMICoP). For more info, visit ovoenergy.com/smico

Smart meters let you track your energy use, and they send data to us here at OVO Energy too. This helps us keep your meter in good working order and know that you're being charged correctly. For everything you need to know about the data we collect from your smart meter, how we keep this data safe, and your rights, read our data guide at ovoenergy.com/privacy-policy



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All about credit

In the next few sections, we'll talk through the basics: how to top up, what to do if you lose power, and how to activate emergency credit. We'll also cover where to go for help, as well as how to get support from us if you ever can't afford to top ups.

How to top up your meter

You can add credit to your meter in 3 simple ways. Top up anything between £1 and £200 at a time.

Helpful to know: you'll need to add credit to your electricity and gas meters separately (if you have both).

1. OVO Energy Top-up app

Download the OVO Energy Top-up app from the Apple App Store or Google Play to add credit anytime, anywhere. You'll need to use your top-up card numbers – this is the 20-digit number on your gas or electricity Pay As You Go top-up card that we sent you. The app also lets you track all your top-ups and save bank cards to make the process easier.

2. PayPoint shop

You can top up at any PayPoint shop. Just show them your top-up card numbers or the barcodes in your OVO Energy Top-up app.

Find your nearest PayPoint shop

Visit paypoint.co.uk and pop in your postcode.

3. Top up online

Make payments online at ovoenergypayments.paypoint.com/energy

What to do if your top-up isn't showing on your meter

Sometimes it can take a little while for your credit to show on your meter. If it takes longer than 40 minutes or you need it straight away, you can try adding the credit to the meter yourself. You need to use the 20 digit "VEND" code you get when you top up (find this on the app, email receipts or PayPoint receipts).

How to add the credit yourself: for your electricity meter

- First, press the **bottom** button to light up the display screen.
- Keep pressing the **bottom** button until you see **Prepayment**.
- Press the **top** button, and you'll see **Enter UTRN** on the screen.
- Press the **top** button and then enter your "VEND" top-up code using the **bottom** button to cycle through digits, and the **top** button to confirm it. Pressing the **top** button again moves you to the next digit.
- When you've finished entering all 20 digits, press and hold the **top** button.
- The meter will show **Top-Up Accepted**.

How to add the credit yourself: for your gas meter

- Press the **right** button until you see **UTRN Entry** on the screen.
- Then press the **middle** button.
- Enter the "VEND" top-up code using the **left** and **right** buttons to cycle through the digits and the **middle** button to move onto the next digit.
- When you've finished entering all 20 digits, press and hold the **middle** button.
- The meter will show **UTRN OK**.

If you're still having trouble, please get in touch and we'll help you.

Head to help.ovoenergy.com/payasyougo and click on the green chat icon in the bottom right of your screen.

What happens if you run out of credit

Your meter will make a sound to warn you when your balance is running low.

To top up, use your OVO Energy Top-up app, go to ovoenergypayments.paypoint.com/energy or visit a local PayPoint shop.

It's important to know that, if you don't add credit in time, **you could lose power when your credit reaches £0**.

If this ever happens, **each meter has £5 credit** to keep you going in emergencies or until you can next top up. This is available when your credit falls below £2.

If that's not enough credit or if you can't afford to top up, chat with us online at help.ovoenergy.com/payasyougo and we'll help. We never want you to be left without power, so please get in touch if you need us.

How to activate your emergency credit

You can activate £5 emergency credit on each of your electricity and gas meters. You can do this separately for each meter. If you're able to, make sure you top up before your emergency credit runs out. It'll need to be paid back before it can be used again. If you ever need more than £5, please chat with us at help.ovoenergy.com/payasyougo and we'll be able to help.

Using the emergency credit on your electricity meter

- If the emergency credit is available, you'll see **EC** in the top right-hand corner of the screen.
- To use it, first press the **top** button to enter the main menu, and then press the **bottom** button until you see **Prepayment** on the screen.
- Press the **top** button followed by the **bottom** button until you see **Financial**.
- Then press the **top** button for your current balance, and then press the **bottom** button to see **EC: Available**.
- Finally, press the **top** button twice to accept the emergency credit.

Using the emergency credit on your gas meter

- If the emergency credit is available, first press the **right** button until you see **Supplier information** on the screen.
- Then press the **middle** button, and you'll see **Emerg credit avail.**.
- Press the **middle** button again to activate it, and the screen will show **Accepted**.

If your £5 emergency credit runs out

If the £5 credit has run out and you haven't been able to top up, chat with us at help.ovoenergy.com/payasyougo. We can lend you some credit and you can pay it back later.

How to pay back any credit you needed to borrow

If you use the £5 emergency credit, you'll need to pay it back in full from your next top-up. So make sure you buy enough credit to pay back the emergency credit, and still have some left for you to use for energy.

If we lend you some credit when you contact us, we'll agree how you'll pay it back at the time. We can spread the cost and you won't need to pay it back in one go. You can pay it off gradually through your meter, a little bit at a time. This is done with a daily repayment rate, where a set amount is taken from your credit each day.

If the daily repayment rate is ever set too high, please get in touch at help.ovoenergy.com/payasyougo. We're here to support you and we'll always find a repayment plan that works for you. Once you've repaid the credit we lent you, your meter will automatically stop taking the daily repayments. You'll just pay for the energy you use from then on.

Times when your power stays on, even if you run out of credit

At certain times of the day you won't lose power, even if you run out of credit and emergency credit. These are called your "non-disconnect hours". Your energy will stay on at these times:

- Monday to Friday, from 6pm until 9am the next day.
- Saturday from midnight until 9am, and from 4pm until 9am on Monday.
- All day on Easter Sunday, 25 and 26 December, and 1 January.

This protects you so that you'll never lose power when PayPoint shops might be closed. Though you can top up with the OVO Energy Top-up app any time of night or day.

Remember

If you've run out of credit, you need to top up before these "non-disconnect hours" are over to avoid losing power.

How to get your power back on

To get your power back on, first you'll need to top up.

Getting your gas back on

- Once you've topped up, **make sure all gas appliances are switched off for safety.**
- Go to your meter and press the **middle** button.
- Then press and hold the **middle** button until you see **Please wait** on the screen
- A countdown timer will appear – once this has finished, you'll see **Gas flow check successful** and your supply will come back on.

Getting your electricity back on

- Once you've topped up, go to your meter and press the **bottom** button to bring up the main menu.
- Keep pressing the **bottom** button until you reach **Supply**, then press the **top** button.
- Press and hold the **top** and **bottom** buttons together until the meter makes a clicking noise. **Supply State Enabled** will show on the screen and your electricity will come back on.

Using your smart Pay As You Go meter

How to check your rates and any debt balance you might have:

On your electricity meter

To check your rates

- First, press the **bottom** button to bring up the main menu.
- Keep pressing the **bottom** button to cycle through the options until you get to **Account**, and then press the **top** button to select it.
- Press the **bottom** button to cycle through the options including your standing charge and unit rate (**Act Price**), and use the **top** button to select an option.

To check debt information

- Press the **bottom** button to bring up the main menu.
- Then keep pressing the **bottom** button to cycle through options until you reach **Prepayment**, and press the **top** button to select it.
- Press the **bottom** button until you see **Debts**, then press the **top** button.
- Then press the **bottom** button until you get to **Debt to clear**.

On your gas meter

To check your rates

- Press the **right** button until you see **Supplier information**, then press the **middle** button.
- Next, press the **right** button until you get to **Tariff information**, and then press the **middle** button.
- Then keep pressing the **right** button to cycle through the different options, including your prices, and how much gas you've used.

To check debt information

- Press the **right** button until you see **Supplier information**, then press the **middle** button.
- Next, press the **right** button until you get to **Debt information**, and then press the **middle** button.

Help if you can't afford your energy

If you ever can't afford to top up and your emergency credit has run out, please get in touch. We'll listen to you and do all we can to help. We may be able to lend you more credit too.

Head to help.ovoenergy.com/payasyougo to chat with us online.

Here are some of the other main ways you can get support from us – and from other organisations, too.

The Warm Home Discount

If you're on a low income or receive pension credit, there's help available over winter – when energy costs are higher. The Warm Home Discount Scheme is a one-off payment, which goes towards your energy costs during the colder months.

Apply at ovoenergy.com/warm-home-discount

The Priority Services Register

This is available to anyone who might need help managing their energy. It's completely free and confidential.

Visit ovoenergy.com/help/priority-services-register to see if you qualify and to sign up.

Citizens Advice

For advice and information on debt, visit your local Citizens Advice branch or one of their websites:

- England and Wales – citizensadvice.org.uk
- Scotland – cas.org.uk
- Northern Ireland – adviceni.net/advice/debt

National Debtline

If you live in England, Wales, or Scotland, you can call **0808 808 4000** or visit nationaldebtline.org for debt advice.

StepChange Debt Charity

For free debt advice in the UK, visit stepchange.org or call **0800 138 1111**.

The Centre for Sustainable Energy

They offer accurate and independent advice on how to cut carbon and save money on energy bills.

You can call their helpline on **0800 408 6601**, email them at ovo@cse.org.uk, or visit cse.org.uk for more info.



What it's like being on Pay As You Go

Pay As You Go is quite different to paying monthly. Here are the main differences.

The advantages:

- You always pay in advance, which means you know exactly how much you're spending on energy.
- You can top up anytime from your mobile using the OVO Energy Top-up app – or at PayPoint shops.
- You'll be able to pay off your debt through your meter, gradually.
- You can top up from as little as £1 at the shops and via our app.
- You have access to £5 emergency credit on your meter, to keep you going until you can top up again.

The disadvantages:

- You need to regularly check your credit and keep your meter topped up.
- If you're using more energy than usual, you can't spread the costs over time.
- If your credit goes below £0, your power might be disconnected¹ until you can top up again – but we're here to support you and stop this from happening. Please contact us if you can't afford to top up or if you're ever unable to.

Sending updates to your meter

We'll send updates to your meter from time to time. Usually these are just system updates to keep your meter working properly, or new rates if there's a price change. Usually, any price changes happen in April and October, after Ofgem reviews the energy price cap.

If there's an issue sending messages to your meter, then you could be on the wrong prices until we fix it. If you pay too much or too little, we'd send the difference to your meter as a credit, or a debt. This would be added to your balance or debt, to make sure you were charged the right amount for your energy.

¹If you run out of credit, your energy will stay on at these times: Monday to Friday, from 6pm until 9am the next day; Saturday from midnight until 9am, and from 4pm until 9am on Monday; all day on Easter Sunday, 25 and 26 December, and 1 January.

Making sure Pay As You Go is right for you

■ **If you need power 100% of the time**

If you rely on a constant electricity supply for medical equipment in your home, please tell us straight away. If there's any other reason you feel it won't be safe for you to use Pay As You Go, please let us know – we're here to help.

■ **If you can't get to your meter easily**

Your meter should be in a place where you can easily reach it. If it's not, please let us know.

■ **If you'd like to switch energy suppliers**

We hope you enjoy being an OVO member, but if you'd like to switch, this isn't a problem. It's important to know that if you have a debt of over £20, you'll need to pay it off before you switch. Or you can ask your new supplier to take over the debt (this is for any debt of up to £500 for each fuel). This is called the Debt Assignment Protocol. Please get in touch if you're worried about anything or if you're struggling financially.

Get in touch

If you need to talk to us about anything, it's quick and easy to chat with us online at help.ovoenergy.com/payasyougo

Energy-saving tips

With your smart meter, you've got everything you need to track how much energy you're using and what it's costing. This makes it easier to find where you can cut carbon and save some money, too.

Check out ovoenergy.com/energyefficiency for lots of handy energy-saving tips. You're bound to find things you can start doing today to make little savings.

Troubleshooting

How to tell if there's a problem with your smart meter

Your meter uses the same kind of network as a mobile phone. The green WAN light on your electricity meter should flash every 5 seconds. This means the signal is good. If it's flashing every 1 second, 3 seconds, or not at all, we might be having trouble connecting to it. Or there could be a fault. Please get in touch to let us know at help.ovoenergy.com/payasyougo. If there's a fault with your meter, we'll fix it for free.

If there's a fault, or the signal has gone, we won't be getting your smart data – and your top-ups won't automatically reach your meter. This could mean you're paying the wrong rates, or are building up a debt from not being able to pay for your energy at all. You can top up yourself though, using the 20-digit code on your receipt (see page 2).

Got a question? Let's find an answer

- If you have any other questions, help.ovoenergy.com/payasyougo is a great place to find answers.
- Or chat with us online at the same webpage. Just click the green chat icon on the bottom right of your screen. We're here to help anytime from 8am to 6pm Monday to Friday and 9am to 2pm on Saturday.
- Or call us on **0330 175 9669** during the same times.



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