



# Your Pay As You Go smart meter

SMETS1 Secure

# 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/smicop](https://ovoenergy.com/smicop)

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](https://ovoenergy.com/privacy-policy)



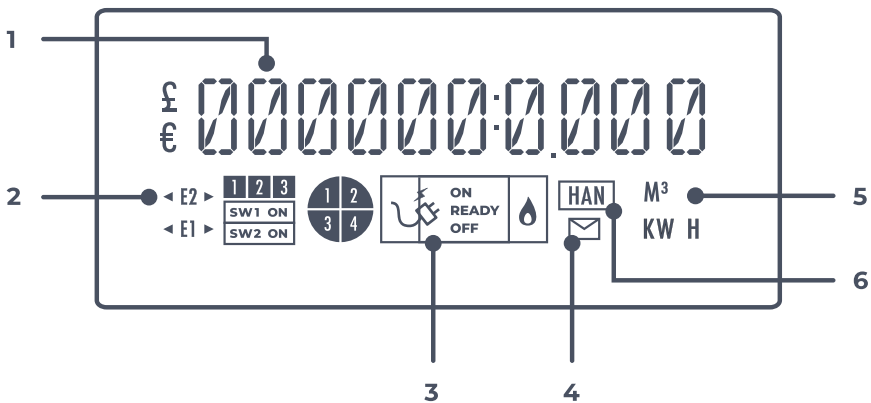
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# Understanding your smart meter screen

1. Main display, where you'll see things like your energy use.
2. If you have a Feed-In Tariff, these symbols show whether you're importing or exporting energy.
3. Shows if your energy supply is on or off. The plug means electricity, the flame means gas.
4. You've got an unread message.
5. The unit of energy on show – gas is measured in M<sup>3</sup> (cubic meters) and electricity in kWh (kilowatt hours).
6. HAN (Home Area Network) shows that the communication network between your IHD (In-Home Display) and meters is working.



## Keypad shortcuts

0. What you've used by hour and day; yesterday, last week, and last month
1. Press once for today's use and twice for yesterday's
2. Press once for this week's use and twice for last week's
3. Press once for this month's use and twice for last month's
4. Up to 12 months' use by month
5. Debt information
6. Your plan name, standing charge, what you've used and cost per unit
7. Your emergency credit balance and the key you use to activate it
8. The times you won't lose power
9. Your meter readings. Electricity reading shows after IMP KWH and gas after VOLUME
- A. Use this to initiate VEND mode, if you need to manually add credit to your meter
- B. Use this to see your credit balance, turn the screen on, scroll back or mute the alarm



## 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 up.

### 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](http://paypoint.co.uk) and pop in your postcode.

## 3. Top up online

Make payments online at [ovoenergypayments.paypoint.com/energy](http://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).

- Press the blue **A** key to start and the screen will show **VEND MODE**.
- Type in your 20-digit code – you can delete any mistakes with the **A** key. When you're finished, press the red **B** key.
- The meter will either then accept or reject the code. If it accepts it, the display will show **ACCEPTED**, then the amount you've topped up, and finally **ADDED**.

### If your 20-digit code gets rejected, here's what to do:

If you see **REJECTED**, **DUPLICATE**, **INCORRECT** or **INCOMPLETE**, please check and re-enter the numbers.

If you see **KEY LOCKED**, your meter is locked for 20 seconds, as you typed in the wrong code 5 times. So just hang on and try again. If you still can't get the code to work, you can chat with us online.

Head to [help.ovoenergy.com/payasyougo](http://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(s) 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](https://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. When your credit falls below £2, you'll see this on your meter: **EC OFFER** (emergency credit offer).

**If that's not enough credit or if you can't afford to top up**, chat with us online at [help.ovoenergy.com/payasyougo](https://help.ovoenergy.com/payasyougo) and we'll be able to 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](https://help.ovoenergy.com/payasyougo) and we'll be able to help.

### Using the emergency credit on your electricity meter

If £5 emergency credit is available, you'll see **EC OFFER** when you press **7** on the keypad. Press **A** to activate it (or **B** to ignore). If you don't press anything, the screen will go to sleep – press any key to wake it up again.

If you can't turn on your emergency credit, press **7** to see why. You'll see **E-CREDIT** and then either:

<b>NOT NOW</b>	emergency credit is not available
<b>SELECTED</b>	emergency credit is already activated
<b>IN USE</b>	you're using your emergency credit now
<b>USED UP</b>	you've already used it up

Your emergency credit balance will also appear after each of these screens.

## Using the emergency credit on your gas meter

Wake up the meter screen by pressing any key. If £5 emergency credit is available, you'll see **EC OFFER**. Press **A** to activate it (or **B** to ignore). To see how much you have left, press **7**.



### 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](https://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](https://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. This is called your "**non-disconnect hours**". Your energy will stay on at these times:

- Monday to Friday, from 6pm till 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.

Once you've topped up, the supply icon on your meter display will change from **OFF** to **READY**. Make sure all appliances are switched off, then follow these instructions:

- The display will tell you to press **A** to connect
- Once you've pressed **A**, you'll be asked to press **B** to confirm
- When you press **B**, your supply will come back on within 10 minutes

If you press **A** and the screen says **VEND**, it means your top-up hasn't worked properly. So you'll have to do it manually using the 20-digit code on your receipt (jump to page 3 for more about this).

## 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](https://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](https://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](https://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](https://citizensadvice.org.uk)
- Scotland – [cas.org.uk](https://cas.org.uk)
- Northern Ireland – [adviceni.net/advice/debt](https://adviceni.net/advice/debt)

## National Debtline

If you live in England, Wales, or Scotland, you can call **0808 808 4000** or visit [nationaldebtline.org](https://nationaldebtline.org) for debt advice.

## StepChange Debt Charity

For free debt advice in the UK, visit [stepchange.org](https://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](mailto:ovo@cse.org.uk), or visit [cse.org.uk](https://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(s), 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(s), to keep you going until you can top up again.

## The disadvantages:

- You need to regularly check your credit and keep your meter(s) 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 disconnected<sup>1</sup> 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 sending new rates if there's a price change. Usually, any price changes happen in April and October, after Ofgem reviews the 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'll 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.

<sup>1</sup> If you run out of credit, your energy will stay on at these times: Monday to Friday, from 6pm till 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](https://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](https://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 red WAN light on your electricity meter should flash every 2 seconds – or faster. This means the signal is good.

If it's always on or completely off, the signal might not be strong enough. Or there could be some other fault with your meter. Please get in touch to let us know. Head to [help.ovoenergy.com/payasyougo](https://help.ovoenergy.com/payasyougo) to chat with us online. 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 3).

## What to do if you see COMMISSION

If your meter says **COMMISSION** when you press 0 it means your meter hasn't been set up properly and we can't talk with it. It's really important that you let us know. Head to [help.ovoenergy.com/payasyougo](https://help.ovoenergy.com/payasyougo) to chat with us. We'll send an engineer to fix it right away – for free.

## Got a question? Let's find an answer

- If you have any other questions, [help.ovoenergy.com/payasyougo](https://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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