

We offer prepayment meters for customers who like to pay as they go. A Pay As You Go meter can help customers to budget and manage their energy bills. We may also install a Pay As You Go meter – with or without your agreement – to reclaim outstanding debt.

Pay As You Go meters require a personal key or card. Meter credit can be put onto them at a range of outlets including food stores and garages (some are open 24 hours). We advise you to keep your key or card topped up and can provide you with a list of local outlets in your area.

You may request this code in large print or on audio cassette.

## How to contact us

### By phone

Call us on **0345 555 7 100**. You can find our opening hours at [ecotricity.co.uk/customer-service/contact-us](https://www.ecotricity.co.uk/customer-service/contact-us).

### By email

Email us at [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk) or, if you have a complaint, please email our Complaints Team at [complaints@ecotricity.co.uk](mailto:complaints@ecotricity.co.uk).

### Online

Complete the form at [www.ecotricity.co.uk/customer-service/contact-us](https://www.ecotricity.co.uk/customer-service/contact-us)

### In writing

Please address all correspondence to: Customer Services, Ecotricity, Unicorn House, Russell Street, Stroud, Gloucestershire GL5 3AX.

### In person

If you're local we can arrange for you to visit our Stroud offices to discuss your concerns face to face, just let us know.

## What you can expect from us

We will:

- ask our meter reader to take meter readings to help maintain the accuracy of our statements and we'll get an automatic meter reading each time you make a payment)
- provide you with accurate and timely statements
- provide a prompt response to any enquiry you make
- be sympathetic if you're finding it difficult to pay
- provide you with help and guidance to prevent debt and disconnection if you ask us to
- allow you to repay any debt in manageable instalments through your Pay As You Go meter
- promote the efficient use of energy and offer free, impartial advice to help you reduce your usage
- treat you with fairness and courtesy at all times
- treat all personal and financial details you provide in confidence.

## What you can do to help us maintain your account accurately

Please:

- allow our meter readers access to your home, when required
- call us immediately on **0345 555 7 100** if you don't agree with a statement
- let us know as soon as possible if you think your meter is faulty
- call us immediately on **0345 555 7 100** if you're having difficulty paying for what you're using, so we can offer help and advice
- call us on **0345 555 7 500** if you're planning to move home
- call us on **0345 555 7 100** if you move into a new home where we're the supplier – we can set an account up for you
- tell us of any change to your contact details.
- always ensure your meter is topped up – keep a float of £10 plus your £5 emergency credit for an emergency.
- always keep your Pay As You Go receipts – if you lose your key/card with money on it you can prove your purchase so we can send your meter the lost money.

## A Pay As You Go meter may be suitable for you if:

- you want to pay for your electricity as and when you use it
- you would find it easier to pay for your electricity in small amounts but more frequently
- you need to pay off a debt you have with us and there's no other suitable alternative

## A Pay As You Go meter may not be suitable for you if:

- you can't leave your house to buy cards, or recharge your key
- you're disabled or chronically sick
- you're elderly and cannot easily buy meter cards or recharge your key
- you suffer from mental health problems or have learning difficulties, or
- you'd have to spend more on travelling to buy meter cards, or to recharge your key than you would travelling to get your normal shopping.

## Pay As You Go meter charges

**Daily service charge** – also known as fixed or standing charge, this includes the cost of the meter which is more expensive than a standard credit meter.

**Unit rate** – this covers the cost of the electricity you use and includes an agreed weekly amount to repay an existing debt. VAT will be added at the current rate to all of these charges.

**Pricing** – our customers pay the latest best price for their tariff – no matter when they joined us or how they pay – including people on Pay As You Go meters.

## If your Pay As You Go meter is faulty

Please contact us if there is a fault. We're open between 8.30am and 5.30pm from Monday to Friday. If you're calling out of hours please call your local network operator.

If your meter's faulty and you tell your network operator between 7.00am and 7.00pm on Monday to Friday, you'll be visited within three hours. If you phone your network operator between 9.00am and 5.00pm at the weekend, you'll be visited within four hours.

This commitment will not apply if you're a new customer and you haven't told us you need a supply of electricity at your new address: if you're moving into a property with a Pay As You Go meter we require three days notice to send you a key to make payment. But even in these circumstances we'll instruct a network operator to visit you as soon as possible.

If the meter key or gas card isn't working call us on **0345 555 7 100**.

## Making changes to you PAYG meter

Where we are aware or reasonably suspect that it is no longer safe or practical for a customer to be on a PAYG meter, we will offer to:

- alter the position of the meter
- exchange it for a more suitable PAYG meter or
- offer payment via another means.

If the customer is in payment difficulty this should include offering the possibility of payment directly from benefits or in regular instalments that account for ability to pay.

Where the customer is paying an amount due in instalments through a PAYG meter and the amount of instalments change or the customer no longer needs to pay instalments, we will reset the meter within a reasonable period of time.

## Safety Net for Vulnerable Customers

If you can't pay your bill and you believe you're vulnerable, it's important that you contact us to let us know. We can help you to manage your debt and ongoing use to protect you from disconnection.

If we tell you that we plan to disconnect your energy supply you can contact Social Services, The Department of Work & Pensions or Consumer Focus for help.

## Priority Services Register

Our Priority Services Register helps us to help customers with special requirements. Customers – or someone acting on their behalf – can register with us and tell us about any special requirements they have. We also tell their local electricity distribution company that they have special requirements, as they need this information for meter readings and maintenance.

Visit [www.ecotricity.co.uk/customer-service/priority-services](http://www.ecotricity.co.uk/customer-service/priority-services) for more information and an application or call us on **0345 555 7 200**.

## Standards of service

As part of our Supply License, we're legally obliged to meet guaranteed standards relating to billing, metering and customer enquiries.

All our staff are carefully selected and given extensive training to help ensure that you receive the highest level of customer service and our customer contact team are rigorously monitored and retested on their competencies.

The industry's Guaranteed and Overall Standards of Service cover the activities of your local network operator. The network operating company owns the local distribution system, which we use to transport electricity from the National Grid to your home. Our industry regulator Ofgem (Office of Gas and Electricity Markets) ensures that the network operators comply with these standards.

## To find out more

Visit [www.ofgem.gov.uk/Networks/ElecDist/QualofServ/GuarStandds/Pages/GuarStandds.aspx](http://www.ofgem.gov.uk/Networks/ElecDist/QualofServ/GuarStandds/Pages/GuarStandds.aspx)

## What if we get it wrong?

We aim to provide the highest level of service, but inevitably mistakes do happen. If we've made a mistake, or you're unhappy with any aspect of our service, please tell us and we will strive to put things right immediately.

You can find full details of our complaints process at [www.ecotricity.co.uk/customer-service/if-something-goes-wrong](http://www.ecotricity.co.uk/customer-service/if-something-goes-wrong), including a downloadable version of our Complaint Handling Code of practice. Or you can get a copy by calling us on **0345 555 7 100**.

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