

GETTING IN TOUCH WITH US

ELECTRICITY PAY AS YOU GO 0800 980 0415

Phone for all general enquiries about your pay as you go meter. Open 8am to 8pm Monday to Friday and 8am to 2pm on Saturday. All calls are free.

OTHER USEFUL NUMBERS

ELECTRICITY EMERGENCY LINE 0800 300 999

Phone to report a power cut or dangerous situation or for information about loss of supply if Southern Electric is your local network operator. If not your bill will have details of your local network operator's number. The lines are open 24 hours a day, 7 days a week. All calls are free.

ENERGYLINE 0800 980 0415

Phone Energyline for help and advice on using energy wisely. Open between 8am and 8pm Monday to Friday. 8am to 2pm Saturdays. All calls are free.

CARELINE 0800 622 838

Phone Careline for advice and information for the elderly, disabled or chronically sick, including ways to pay, using a password and adaptors for appliances. For extra help you can also phone Careline if English is not your first language. Open between 8am and 8pm Monday to Friday and between 8am and 2pm on Saturdays. All calls are free.

TEXTLINE 0800 622 839

Phone Textline if you suffer from hearing loss or impaired speech and you are a text telephone user. Open between 8am and 8pm Monday to Friday, and between 8am and 2pm on Saturdays. All calls are free.

PREPAYMENT METER STATEMENT – INFORMATION ON PAY AS YOU GO SERVICES

There are some advantages and some disadvantages to using a 'Pay As You Go' prepayment meter. Scottish Hydro publish a customer service information leaflet called 'Prepayment Meter Statement – Information on Pay As You Go Services'.

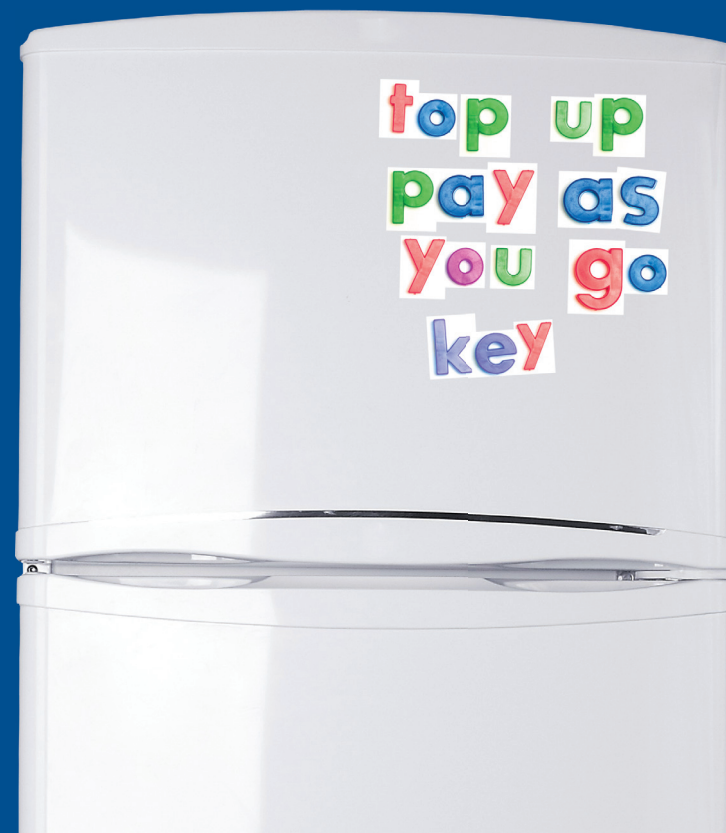
Call **0800 980 0415** or visit www.hydro.co.uk/regulatoryinformation

If you want to write to us, our address is:

Scottish Hydro
PO Box 2348
Cardiff
CF23 8WL

Our email address is customerservice@hydro.co.uk

YOUR PAY AS YOU GO KEY METER



HOW TO USE YOUR

pay as
you go
key meter

The amount you are paying each week towards the service charge and any past bills.

DISP TOTAL CHARGE / WEEK
F £006.89

The total number of units used.

DISP TOTAL
G 00920.38 kWh

The number of units used at the standard rate or Economy 7 day rate.

DISP H 00239.74 kWh 1 RATE

The price of each standard unit or Economy 7 day rate unit, including VAT.

DISP I 007.17 kWh 1 RATE

The number of units used at the Economy 7 night rate. You will not see this display if you pay the same price for all your units.

J 00680.64 kWh 2 RATE

YOU WILL NEED TO PUT YOUR KEY IN THE METER TO WORK THROUGH THE NEXT THREE EXAMPLES.

The emergency credit limit.

K 002.44 PRICE PER kWh 2 RATE

The price of each Economy 7 night rate unit, including VAT. You will not see this display if you pay the same price for all your units.

DISP RE: £00 5

The amount you have to repay from past bills. This amount will go down each time the meter takes part of your charge to pay us back.

DISP DEBT
S £0038.92

The amount you are paying back each week towards any money you owe us from past bills.

DISP DEBT CHARGE / WEEK
T £008.00

YOUR KEY METER DISPLAYS

You can use the examples below as a guide to understanding your key meter displays.
Meter in normal use, with £5.32 of electricity left.

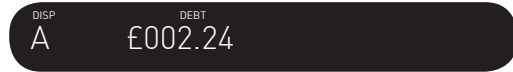


Meter using emergency credit.



IF YOUR ELECTRICITY SUPPLY IS OFF AND THE DISPLAY IS SHOWING 'DEBT', THERE IS NO CREDIT LEFT IN THE METER.

Your normal supply has run out, but you can still use the emergency credit.



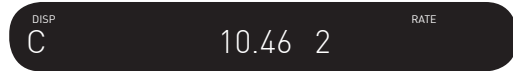
Emergency credit is all used.



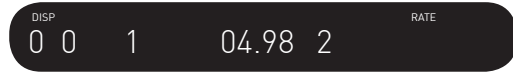
This tells you that all parts of the display are working.



The time of day. You will only see this display if you have an Economy 7 meter.



The date. You will only see this display if you have an Economy 7 meter.



The total amount you have put into the meter.



YOUR SCOTTISH HYDRO KEY METER

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YOUR “PAY AS YOU GO” KEY METER

A key meter allows you to pay for your electricity as you use it. It also lets you keep track of how much credit you have left and how much you're paying for each unit of electricity.

This booklet explains how to use your key meter.

IF YOUR SUPPLY HAS SWITCHED OFF

Check the meter display without touching the blue button. If the word 'debt' is on the display followed by an amount, the meter has run out of money. You will need to charge the key with at least £2 more than the display shows. If you use all your emergency credit, your supply will stop and the amount you owe will keep increasing. This is because the meter will still collect any money you are paying towards past bills.

If the meter display is blank, there may be a power cut in the area. If possible, check to see if your neighbours have electricity. To report a power cut, phone our 24 hour emergency number on **0800 300 999**.

If there isn't a general power cut and you still have a problem, write down your meter number then phone us on **0800 980 0415**.

SPREAD THE COST OF THE ELECTRICITY YOU USE

Most people use more electricity in the winter and you will need to put more money on your key every week. You could charge your key with a bit more money than you use in the summer to build up some credit to help you in the winter months.

If you can't afford to charge your key with enough money to keep your supply on all the time phone our Energyline on **0800 980 0415** and our specially trained advisers will provide you with tips on how you can use less electricity.

If you owe money from past bills and a change in your circumstances means you cannot afford the agreed weekly repayment, phone us on **0800 980 0415**. We will do all we can to help and agree a new weekly rate that you can afford.

GOING AWAY?

If you're planning to go on holiday remember to leave enough credit on your meter.

Even if all your appliances are switched off, your meter will collect repayments towards any money you may owe from past bills. Make sure you have enough credit to last until you get back – particularly if you have a freezer or fridge that's on all the time.

Remember, there will be no one at home to start the emergency credit.

EXTRA HELP

Please read this section before you contact us.

If your meter display is saying 'error' Phone us on **0800 980 0415**.

IF YOUR KEY DOES NOT WORK

If you put credit on your key and find that your meter won't accept the credit from it, please check your key and the meter display.

If your key is dirty, it may not work when you try to transfer your money. If this happens, clean the copper contacts with a brush (a toothbrush will do), then wipe with a soft, dry cloth and try again.

When you are not using your key, it's a good idea to keep it in the cover provided. Never keep it on a ring with other keys.

If the letter 'E' is on the display, you have been using the emergency credit. See the section 'Emergency credit' on page 6 for more information.

**Remember, never put the key in the meter if your hands are wet.
Electricity and water don't mix.**

GETTING OUT OF EMERGENCY CREDIT

Getting out of emergency credit could not be easier. One press of the blue button will tell you the minimum amount you need to put credit on your key to get back to normal supply. We always recommend that you add £2 to this figure so that you are covered for any electricity being used while you are out and to give you enough credit to keep you going.

Remember, do not live on emergency credit!

PAYING FOR ELECTRICITY WITH A KEY METER

Your meter uses your money in two ways.

- 1. To pay for electricity as you use it.**
- 2. To pay towards any money you may owe from past bills.**

Remember to check your meter display regularly, so that you know how much money there is left for you to use and when to credit your key.

USING YOUR KEY

PUTTING CREDIT ON YOUR KEY

You can credit your key at any local Post Office or anywhere you see the purple and yellow PayPoint sign (usually at most local shops and service stations).

If you're unsure where you're nearest Post Office or PayPoint outlet is give us a call on phone us on **0800 980 0415** or visit us at **www.hydro.co.uk**.

TRANSFERRING THE CREDIT FROM YOUR KEY TO YOUR METER

When you have put credit on your key, you need to transfer the credit to your meter straight away. To do this, insert the key into your meter, making sure the arrow on your key is pointing upwards. Leave the key in your meter until the display changes to show your new balance.

LOOK AFTER YOUR KEY

Keep your key safe and clean. If it's dirty or damaged it may not work. To keep your key clean, wipe the copper parts with a soft dry cloth. When your key is not in the meter, always keep it in its plastic cover.

Remember, if you lose your key, you might have to pay for a new one. So please try to keep it safe.

EMERGENCY CREDIT

Emergency credit helps you if you cannot credit your key straight away. When your meter is low on electricity, it will give you a warning bleep to remind you to put money on your key. If you need to use your emergency credit, insert your key into the meter after the warning bleep or when your credit is 50p or less (if you normally leave your key in the meter, you will need to take it out and put it back in again). The meter will indicate when you're using emergency credit by displaying the letter 'E'. It will also show the amount of emergency credit left.

TO GET YOUR METER OUT OF EMERGENCY CREDIT, YOU NEED TO PUT MONEY ON YOUR KEY

Please remember, emergency credit is for emergencies only and you have to pay it back.

HOW TO WORK OUT THE MINIMUM AMOUNT OF MONEY YOU NEED TO PUT BACK ON YOUR KEY ONCE I'VE USED MY EMERGENCY CREDIT?

IF YOUR ELECTRICITY IS STILL ON

The display tells you how much emergency credit you have left. Press the blue button once. This shows you the smallest amount needed to return the meter to normal use.



£004.20 E

In the example above you would have to charge your key with at least £4.20 to return to normal use. However we recommend you charge your key with at least £2 more than this to cover any electricity being used whilst you're out and to put your meter back in enough credit. As you can only buy your electricity in denominations of £1, we recommend you charge your key with at least £7 in this example.

IF YOUR ELECTRICITY SUPPLY HAS STOPPED

If you use all your emergency credit, your supply will stop. The amount you owe will also keep increasing if you're repaying money owed from past bills.

To return to normal use simply press your blue button once, this will display line 'B'. The amount shown will be the minimum you will need to charge your key with to get back into credit. Your meter will continue to collect any payments you are making towards past bills when you are using your emergency credit.

If your electricity stops because your meter is faulty, we promise to visit you and put the problem right.

→ **If you contact us between 7am and 7pm Monday to Friday, we will visit you within 3 hours of your call**

→ **If you contact us between 9am and 5pm at the weekend or on bank holidays we will visit you within 4 hours of your call**

If you let us know outside these times, we will arrange a visit before 10am the following day (on week days) and before 1pm the following day (on weekends and bank holidays).

If we visit and the problem has been caused by you (for example, if you haven't charged your pay as you go meter with enough money) we will charge you for our visit. If we call out of hours it will cost you more, however, we will tell you how much our current charges are before we come out. If we have to charge for a visit, we will normally add the money on to your meter as a debt so that you can spread the cost over a few weeks. If we don't keep our promise to call within the timescales set out above, we will pay you £20.

MOVING HOME

Please phone us at least two working days before you move on **0800 980 2481**.

MOVING OUT

We will need to know your new address so we can check the meter at your new home is suitable. We may also need to call out to re-set the meter for the person moving in to your old property.

MOVING IN

We may need to call out to re-set the meter at your new property otherwise you may not have electricity when you move into your new address. You may be charged for this call out if we don't get two days notice of you moving in.

We also need you to give us some information from the meters at your old and new addresses. Use the 'Settings display' button to work through each of the displays on the meter in turn. Write down the information shown on each display. Once you have moved, please phone us with this information. This will make sure we close your old account and open your new account correctly. **Please leave your key in the meter for the person moving in. The key will not work in any other meter.**