

PLEASE KEEP THIS LEAFLET IN A SAFE PLACE FOR FUTURE REFERENCE

PURCHASING CREDIT

When you receive your new gas card, please insert it into the meter before you buy credit for the first time.

Leave your gas card in the meter for at least 1 minute. This will ensure that the information programmed onto the card is transferred to the meter. If you don't do this the card will not work and you will have to wait for another one to be sent to you.

Please look after your gas card, as you may be charged for a replacement one. If you lose your gas card, or it is damaged, please contact us immediately.

WHERE TO BUY YOUR ENERGY

You can put credit on your gas card at Post Offices or wherever you see the purple and yellow PayPoint sign at many local shops and service stations. To find out where your nearest place is to credit your key is you can phone us on **0800 980 0428**.

USING YOUR GAS CARD

It is important that you follow the screen prompts in order to transfer credit or turn the gas supply back on. Once you have bought credit, your gas card should be inserted into the meter.

When inserting your gas card, ensure that the gold coloured chip on the card faces towards the meter display. To transfer your credit to the meter, press the red button A. At this point any arrears you owe will be deducted.

The meter may ask you to check your gas appliances are switched off (if the valve has been closed) - this is a safety feature. If the appliances are off, press and hold the red button A until the valve opens.

The meter display will now tell you how much credit you have left for gas.

If you charge your gas card and find that your meter won't accept the charge from it, we will arrange to send you a new card. If you have no supply of gas, please phone for help on **0800 980 0428**.

PAYING FOR A DEBT

If you have had your meter fitted to help you pay for a debt you owe, some of the credit that you put into the meter will be taken towards paying the balance. Starting on a Wednesday, the meter will try to recover the weekly amount you have agreed to pay to us. This means that if you were to buy credit on a Monday and again on a Friday, the meter will take money towards your debt on both days. Some of the credit you have bought will ALWAYS be left for gas. However if you do not pay your weekly recovery amount the meter will take money from the credit in your meter each night to try and collect the full recovery amount for the week. If your financial circumstances change we may be able to reduce your weekly repayments. To discuss your repayment options please call us on **0800 980 0428**.

EMERGENCY CREDIT

Once the credit on the meter reaches a certain level, you may be offered 'Emergency Credit'. This can be borrowed until you can buy some more credit. When you want to use your Emergency Credit, insert your gas card into the meter. You will then be offered Emergency Credit. To accept it press the red button A.

If you use any of the Emergency Credit, you must pay it all back before you can borrow any Emergency Credit again. Any Emergency Credit that you use is re-paid once you have paid any weekly arrears that you have agreed with us. If you wish to see how much Emergency Credit you have used and owe, remove the gas card and press and release the red button 'A'.

YOUR GAS PAY AS YOU GO METER IS FAULTY

If your gas supply stops because your meter is faulty please call **0800 980 0428**. We guarantee to visit and put the problem right within 4 hours if you contact us between 8am and 8pm or between 9am and 5pm at the weekend. If you let us know outside these times, we will call before midday the following day. If we visit and the problem is caused by you, for example you haven't charged your gas card with enough money, we may charge you for our visit. We will tell you how much our current charges are when you phone us. If we have to charge for a visit, we will normally add the money due as a debt on your pay as you go meter so you can pay for it over a few weeks. If we don't keep our promise to call within 4 hours or before midday the following day, we will pay you £20.

MOVING HOME

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

BUDGETING YOUR CREDIT

This facility is optional. It allows you to choose how much gas you want to use now and how much you want to save for later. Insert gas card - Press the black button B to budget your credit. If you want to start using your remaining credit, insert your gas card back into the meter and press the red button A.

METER INFORMATION

There is information in your meter that may be of interest to you, for example, the current amount you owe from previous bills can be seen on screen 27. To access this information, press and hold the red button marked 'A' until you hear a 'beep'. Your gas pay as you go meter will show a number in the bottom right hand corner of the meter display.

To look at the screens, keep pressing button 'A'. You may need to have your gas card ready to insert.

The following screens on your meter may be useful to you:

- **00** How much purchased credit you last put into the meter
- **01** Last amount of purchased credit taken for arrears
- **02** Last amount of purchased credit taken to repay Emergency Credit
- **03** Last amount given for gas
- **17** Daily Standing Charge (if applicable) that is taken at 2am each day
- **21** Amount of credit you must have on your meter before Emergency Credit will be offered
- **22** Amount of Emergency Credit that you will be offered

Your gas card must be inserted on screen 24 to view the remaining screens:

- **25** The minimum repayment you will pay in a week towards past bills
- **26** The maximum repayment you will pay in a week towards past bills
- **27** Current arrears from past bills

Screens 28-31 display information relating to non gas arrears.

GETTING IN TOUCH WITH US

Gas pay as you go 0800 980 0428

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.

Gas Leaks 0800 111 999

Phone the national 24-hour emergency service to report a dangerous situation. All calls are free.

Energyline 0800 980 0428

Phone Energyline for help and advice on using energy wisely. Open between 8am and 8pm Monday to Friday and 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 0428** 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 GAS METER

