Your electricity key prepayment meter

npower

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A prepayment meter lets you pay for your energy before you use it. You simply visit a shop to buy credit which is added to your key. Then you insert the key into your meter to top up your credit.

Top Ten Tips

1. Only use your npower programmed key
2. Top up your credit regularly, even over the summer months
3. Only use the emergency credit in an emergency
4. Check your meter regularly to monitor your credit or debt balance
5. Keep receipts for your own records
6. Keep your key in a safe place
7. Let us know when you move home
8. Have a pen and paper to hand when you contact us
9. Be near your meter when you contact us
10. If you have a question you may find an answer on our website npower.com/prepayment



Electricity key prepayment meter



LCD Screen - the display screen on your meter enables you to see how much credit is on your meter. You can also view all of the display screens from here.

Meter Serial Number (MSN) - the Meter Serial Number is stamped on the front of the meter.

Blue 'Display' Button - information held on the meter can be accessed at any time by pressing the blue button.

Key Slot -the meter Key is inserted here to add credit to the meter.

Buying credit

Depending on where you live, as an npower electricity prepayment customer you may be able to top up at PayPoint, Payzone and Post Office outlets. There's a list of your nearest outlets in the letter we sent you with your key. Only top up at an authorised outlet and never buy credit from anyone visiting your home.

To top up your credit, take your key to an outlet. The credit you buy will be added to the key. You can buy any amount of credit in whole pounds up to a maximum of £49 per transaction. You can have up to £255 credit on your meter.

Always buy credit for your meter using your own npower programmed payment key to make sure the money is credited to your account. If you use a key from a previous supplier, the money you pay may not be credited to your npower account. You could be charged the wrong rates and your payments may go to the wrong supplier.

Details we need from your receipt:

If you call us with a query we may need information from the receipt, so we recommend that you keep your receipts.



Your npower reference number

SN (Serial number)

Supplier name 'npower' – shows you're using a npower key

Meter Serial Number

TXN (transaction number)

Take the key home and insert it into the slot in the meter. The credit you bought will be transferred to your meter and you'll see the amount of credit update.

Keep your key in a safe and handy place, and keep it clean when it's not in your meter.

Lost or damaged your key?

Don't worry, just give us a call and we'll get you a new one as quickly as possible.

We may arrange for you to collect a new key from a local outlet (which may not be the same place where you usually top up your key).

- We'll give you a unique reference number and details of your nearest outlet - so please have a pen and paper handy when you call.
- Take the reference number to the outlet and they'll give you a new key.

If we can't arrange this for you (depending on where you live) or if you find it difficult to collect your new key from an outlet, we'll send you a new key through the post. Please note this can take up to 3 working days to arrive.

What will you pay?

Prepayment meter charges are made up of:

- a daily amount to cover the standing charge and any outstanding debt you may be repaying through your meter, and
- a charge for each unit of electricity you use.

The standing charge is a fixed amount you pay for each day you're connected to the electricity network, to cover costs like meter reading and maintenance.

Prepayment meters apply the standing charge daily, so it's important you continue to top up your credit even if you don't use any electricity. If you run out of credit the standing charge will continue to be applied and will build up as a debt which you must repay.

Standard or Economy 7 meter?

If, like most customers, you use most of your electricity during the day and don't use it to heat your home and produce hot water, you'll probably have a standard meter and your tariff will have a single unit rate.

If you use electricity at night to heat your home and produce hot water you probably have a two-rate meter, called an Economy 7 meter. The tariff for these meters has:

- a higher unit rate for electricity used during the day
- a much cheaper rate for units of electricity used during a 7 hour period at night

Collecting debt

If you've had a prepayment meter installed to help you to repay a debt, it will be collected from the credit you put onto your meter. If you check the displays on your meter regularly you'll see the debt amount reducing. Once you've paid the debt in full your meter will automatically stop collecting.

If you're having difficulty paying your debt and keeping your meter topped up, please contact us as soon as possible and we'll be happy to discuss some options with you.

Emergency credit

Your prepayment meter has an emergency credit facility that allows you to 'borrow' money from the meter if your credit runs out. Our standard emergency credit value is £7.00 (or £12.00 for Economy 7 meters).

If your credit is below £1.00 you can insert your key into the meter and it will switch to emergency credit mode. The meter will display an 'E' to show that the meter is in emergency credit mode.

You should only use the emergency credit in an emergency. After you've used the emergency credit you'll have to pay it back the next time you top up your meter, including any debt outstanding and standing charges that have built up while you've been using the emergency supply.

Repaying emergency credit and debt

If your meter is in emergency credit mode it will stop collecting any standing charges and debt. The charges will build up on an hourly basis and must be repaid along with any emergency credit before your meter returns to normal credit mode.

For example, let's say you use £4.50 of emergency credit in 3 days (72 hours) and are repaying £5 each week for debt at a rate of 2.9 pence per hour.

Debt owed is 72 hours x 2.9 pence	-	£2.09
Standing charge owed x 72 hours	-	£0.09
Emergency credit used	-	£4.50
Total debt owed to the meter	**-**	**£6.68**

Now if you buy £10 credit on your key and top up your meter, £6.68 would be used to repay the debt owed, leaving £3.32 credit for your normal supply.

Before you top up your key with credit again press the blue button once. The display will show the minimum amount of credit you need to put on your key, before the meter returns to normal credit mode.

If you don't top up your meter in time, your emergency credit will run out and your electricity supply will go off.

Understanding your meter displays

Your meter has a digital screen with various displays of information. To scroll through these displays you press the blue button repeatedly on the front of the meter. Each display is identified by a letter or number, depending on the type of meter you have.

If you have credit on your meter

Display number	What this means
A or 1	The amount of credit on your meter, e.g. £4.50
888.888	This is a test display only to be used by an engineer
E or 3	The total amount of credit the meter has received since it was last reset by an engineer
F or 4	The amount of standing charge and debt (if applicable) that your meter collects each week
G	The total number of units recorded by your meter since it was manufactured
H or 5	Your meter reading
I or 6	Your price per unit of electricity
Your key must be inserted into your meter to see the following display:	
R or 7	The amount of emergency credit your meter will give you, if you need to use it

If you're repaying a debt you can also see these displays

Display number	What this means
Your key must be inserted into your meter to see the following displays:	
S or 8	The amount you currently owe us
T or 9	The weekly amount that has been set on your meter to repay your debt

If you're in emergency credit mode you'll see these displays

Display number	What this means
A or 1	The amount left before your supply will run out, e.g. £4.50E (E = Emergency credit mode)
B or 2	The amount you need to put into the meter before it returns to normal, e.g. £7.00

If you have an Economy 7 meter you'll also see these extra displays
Economy 7 is a special tariff with two different unit rates (a day rate and a cheaper night rate), usually used by people with night storage heaters.

Display number	What this means
C	Current time and rate in use, e.g. at 2pm it will show you the day rate, at 2am it will show you the night rate
D	Current date and rate in use
H or 5	Your meter reading for your day usage
I or 6	Your price per unit for your day rate
J	Your meter reading for your night usage
K	Your price per unit for your night rate

Having problems?

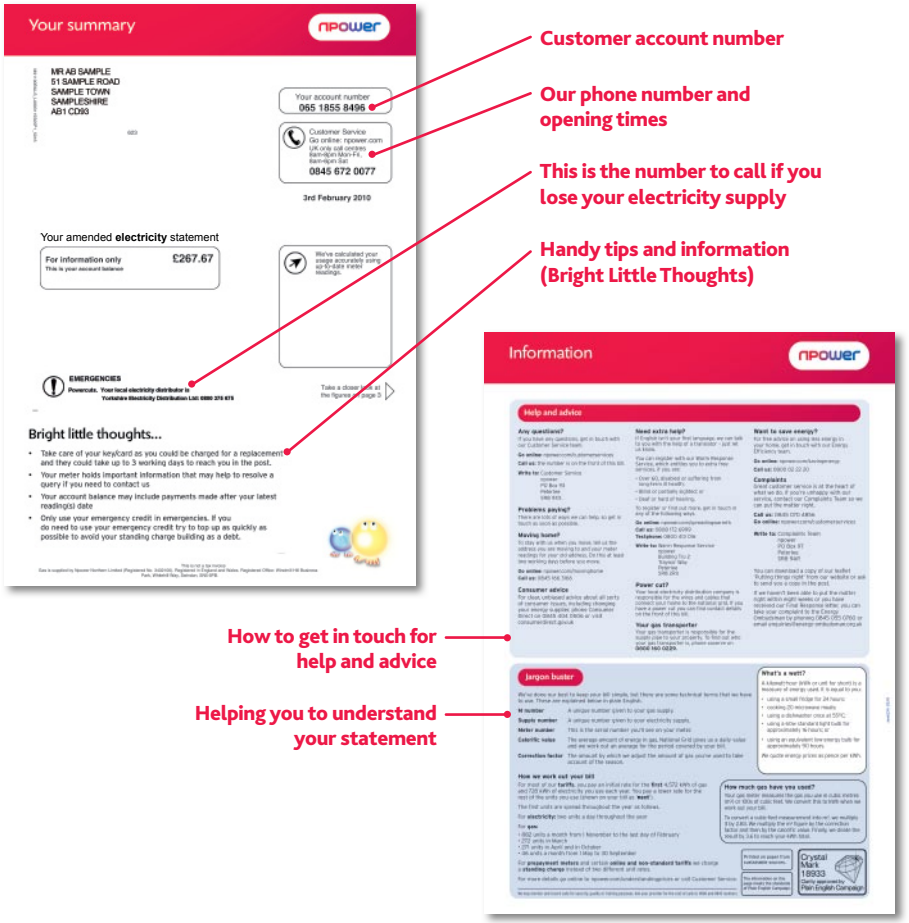
Sometimes you may see an error message on your meter screen.
Here are some of the most common errors and guidance on how to fix them.

Display	What this means	What you need to do
Error 10	You may be using an old key	First, check to make sure you're using the most recent key you've received from us. Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogramme your key. Make sure you have a pen and paper to hand when you call.
Error D4	Your key isn't programmed correctly	Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogramme your key. Make sure you have a pen and paper to hand when you call.
Error A4/B4	The meter serial number on your key doesn't match your meter	Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogramme your key. Make sure you have a pen and paper to hand when you call.
Token No	The meter serial number on your key doesn't match your meter	Please contact us - we'll give you an 8-digit number and tell you how to use it to reprogramme your key. Make sure you have a pen and paper to hand when you call.
Error 1 or E1	Your meter has developed an internal fault	Please contact us - we may need to arrange for an engineer to visit you.

Your npower statement

We'll still send you a statement twice a year that shows you how much electricity you've used and the payments you've made.

Your statement may show payments you've made after the reading was taken and the balance was calculated. If your statement says you're in credit, we'll be using these payments to calculate your next statement.



Remember to take a look at our 'Bright Little Thoughts' section on your statement, where you'll find some helpful tips and handy information.

Please remember that the balance shown on the statement is only for information.

Lost your supply?

If your electricity supply goes off, first check the screen on your meter. If there's an amount followed by 'DEBT' on the display this means you've run out of credit. If you haven't used your emergency credit you need to insert your key to get your supply back on.

If you've already used your emergency credit you need to top up your key with £1 more than the debt amount displayed on the meter.

If your supply is off but there's credit on your meter, there could be an internal wiring fault in your home. Check to see if your trip switches are set to 'ON' in your consumer unit. If you aren't sure how to do this, or if the fault re-occurs or the trip switch fails to re-set, you'll need to contact a qualified electrician.

If the screen on your meter has no displays when you press the blue button there may be a power cut in your area and your neighbours will be affected too. To report a power cut you need to call your local electricity distribution company. You can find their number in your phone book under 'electricity', on your npower bill or statement or on: npower.com/electricitydistributors

Moving home

It's very important that you tell us you're moving so you only pay for the electricity you've used.

If you're moving out...

Make sure you don't pay for electricity used by the new occupier – get in touch on the day you move and tell us:

- Your moving date and the meter reading(s) on that date - we'll need these to close your account.
- Your forwarding address – we'll send a final statement to your new address.

We'll also check to see if we already supply your new home - if we do we can set up your new account there.

Please leave the key in the meter for the new occupier to use – it won't work at your new address.

If you're moving in...

Make sure you don't pay for electricity used by the previous occupier - get in touch on the day you move and tell us:

- Your name – we'll set up a new account in your name
- Your moving date and the meter reading(s) on that date - we'll need these to open your account.

If the previous occupier has left their key in the meter we'll give you a unique reference number when you call, which will reprogramme the key with your account details.

If there's no key in the meter, don't worry, just let us know and we'll get you a new one as quickly as possible.

We may arrange for you to collect a new key from a local outlet (which may not be the same place where you usually top up your key).

- We'll give you a unique reference number and details of your nearest outlet - so please have a pen and paper handy when you call.
- Take the reference number to the outlet and they'll give you a new key.

If we can't arrange this for you (depending on where you live) or if you find it difficult to collect your new key from an outlet, we'll send you a new key through the post. Please note this can take up to 3 working days to arrive.

Moving into a home with a credit meter

If your new address has a credit meter you can pay by Direct Debit, by regular cash or cheque payments using a payment card, or by cash or cheque in full each quarter. If you'd prefer to pay by prepayment please let us know – we can exchange your credit meter for a prepayment meter free of charge.

Thinking of asking for a credit meter?

We'll normally charge you if you ask us to replace a prepayment meter with a credit meter, and other conditions may apply. Please contact Customer Services for further information.

Save energy, save money

Reducing the amount of electricity you use can save you money. For tips and ideas on how you could save visit npower.com/eetips

Get in touch

If you have any questions about your prepayment meter you can call our specialist Prepayment Customer Service team on 0845 070 4853. We're here to help you 8am to 8pm Monday to Friday and 8am to 6pm Saturday. If you have a textphone (Minicom) our number is 0845 603 0652.

When you call us we may ask you to give us information from your meter screens or payment receipt – so please have a pen and paper and some recent receipts to hand. Also try to make sure you can see your meter screens while you're talking to us.

If you have an emergency when we're closed you'll need to contact your local electricity distribution company. You can find their number in your phone book under 'electricity', on your npower bill or statement or on: npower.com/electricitydistributors

We've got lots of useful information on our website so take a look if you have any questions – just go to npower.com/customerservice. If you need to contact us you can complete an online form there too.

And if you want to write to us our address is: Prepayment Customer Service, npower, PO Box 93, Peterlee SR8 2XX



Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calls from BT landlines to numbers beginning with 0800 or 0845 may be free. The price of calls may vary with other operators and calls from mobiles may be considerably higher. Please check with your operator for exact charges.

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