



## **Code of practice on services for prepayment meter customers**

### **Pay as you go Meters (PAYG)**

PAYG (pay as you go) meters are a good way to keep on top of your gas usage. Pay as you go meters make it easy for a customer to keep track of their gas usage. You can top up your meter at any point in time.

As people may experience some difficulty when it comes to paying for their gas, we may recommend having a PAYG meter installed in your home. This will give you full control of your expenses as you can choose the amount you top up and when to top up. Another advantage of PAYG is that you will no longer receive monthly bills from Go Power.

### **The advantages of a Pay As You Go Meter**

PAYG meters bring several benefits to you as a consumer:

- There are no fees related to ending your contract at any point;
- Top-up from a variety of shops/outlets;
- Helps you manage your gas budget as the PAYG meter keeps you aware of your gas usage and cost;
- Free Installation; and
- PAYG reduces the risk of disconnection.

### **The disadvantages of PAYG**

Although having a PAYG meter fitted brings certain advantages, you must also consider the following issues:

- It may not be suitable for customers with medical or special needs;
- Depending on your location payment outlets might be limited;
- Your PAYG meter must be checked regularly to ensure sufficient credit is available; and
- Certain houses might not be suitably wired to have a PAYG meter installed.

## **Installing a PAYG meter**

The installation of a PAYG meter is free of charge and is carried out upon customer request. Existing customers may be able to replace their current credit meters with PAYG meters. This replacement is also free of charge (certain additional alterations are subject to conditions).

## **Purchasing credit**

Credit for PAYG meters can be purchased at Paypoint outlets. Paypoint outlets are located all around the country (over 900 available in Northern Ireland). The Belfast Area has over 350 Paypoint outlets for gas credit purchasing and over 200 outlets where customers can purchase gas replacement cards. Log in at [www.paypoint.co.uk/locator](http://www.paypoint.co.uk/locator) for a complete list of Paypoint outlets in Northern Ireland. Credit can also be purchased at the Post Office. If you have any queries in regards to PAYG meters please contact us at [support@gopower.energy](mailto:support@gopower.energy)

## **Who can have a PAYG meter installed?**

PAYG meters can be installed in the following circumstances:

- If no other payment method is suitable for you.
- Avoid disconnection of supply
- Meters are installed upon customer request in agreement with Go Power
- Life style choice

## **Gas tariff changes**

The PAYG meter will be automatically adjusted in the event of any tariff changes.

## **The PAYG meter:**

You can access different types of information through your PAYG meter. A customer can access their remaining credit balance (before emergency credit starts) and see how much credit you last put onto the meter. Please contact us at: 028 8676 0600 or at [support@gopower.energy](mailto:support@gopower.energy) for more information about your PAYG meter or if you are experiencing any difficulty.

## **PAYG meter types**

### **Quantum PAYG meter**

After installation of your new Quantum meter we will issue you with quantum natural gas card. This card is unique to your registered meter and cannot be used elsewhere. If you are moving houses please contact us and we will be happy to issue you with a new quantum natural gas card. You will need your card to add credit using the Paypoint or Post Office outlets so make sure you keep your card with you at all times. If your card is lost or stolen please contact us at: 028 8676 0600 or at [support@gopower.energy](mailto:support@gopower.energy). Please note that replacement/additional cards are free of charge.

## **Emergency credit**

Your quantum meter offers Emergency Credit in the event you have used all the natural gas you have already paid for. A £2 emergency credit is allowed; however, make sure you buy credit as soon as possible. Emergency credit is re-paid as soon as you top-up and it cannot be used again until it has been fully repaid.

Please check your meter to see the amount of emergency credit you have used and how much you still owe. Please contact Go Power if you have any queries.

## **Changing to PAYG Quantum because of payment difficulties**

If you have a credit meter and are experiencing payment difficulties, we can arrange to have a PAYG Quantum meter installed. This meter would be set to collect an agreed repayment amount from each of your top ups, with the remainder of the top up being used to pay for your natural gas usage.

PAYG meters are used to recover debt in the event you are having payment difficulties. We will arrange a payment plan that suits your needs. A maximum of 40% of your top up will go towards paying your debt. Your debt recovery will take place on a per bend basis and will be agreed with you before we do so. Once your debt has been fully cleared, the entire amount of your top-up will go towards your normal gas usage. When repaying debt, it is advisable that you top up at times of lower usage, for example during the summer. This will allow you to make debt payments without incurring the additional cost of the gas you will otherwise use at times of higher usage, for example, during winter.

Whilst settling your debt via your PAYG meter, you may want to obtain information on the amount of your outstanding debt. You can request this by calling us on 028 86 76 0600 or via e-mail to [support@gopower.energy](mailto:support@gopower.energy) and we will make a statement available to you including the following:

- The amount of total debt you are trying to repay;
- The amount of money that will be allocated towards your debt on a per bend basis;
- The amount of money you have paid so far;
- The likely length of time to repay your outstanding debt.; and
- How your tariff for debt recovery has been calculated.

## **Libra PAYG meter**

A card, which is unique to your meter called the Payeasy card will be issued when a new Libra PAYG is installed. This card will not function in any other meter. In the event of loss or theft you can purchase a new Payeasy card at most Paypoint outlets. All new cards must be registered to the meter before you buy gas credit.

Credit for Payeasy cards is available for purchase at any Paypoint outlet. The minimum amount to be purchased is £5 up to a maximum of £49. Your PAYG meter allows you to check your natural gas usage and top up the card when you choose.

## **Credit Reserve Allowance**

Emergency credit can be accessed when your Libra meter displays between 30 - 15 units. To access emergency credit simply insert your card, press and hold red button 'A' for 5 seconds until you hear a beep. Release the button and remove the card. You must then purchase more credit as soon as possible in order to ensure you don't run out of gas.

## **Meter Maintenance: Removal/ Resetting**

Phoenix Natural Gas Ltd carries out all PAYG meter removals and/or resetting on behalf of all suppliers licensed in the Greater Belfast area. We will inform Phoenix Natural Gas within 5 working days if you think your meter requires this service. Any credit on your meter at the time of removal or resetting will be issued to you by cheque within 28 days of confirming the credit value with Phoenix Natural Gas.

firmus energy carries out all PAYG meter removals and/or resetting on behalf of all suppliers licensed in the Ten Towns area. We will inform firmus energy within 5 working days if you think your meter requires this service. Any credit on your meter at the time of removal or resetting will be issued to you by cheque within 28 days of confirming the credit value with firmus energy.

## **Meter repositioning, special control and adaptors**

If customers have difficulty using gas appliances, Go Power will provide special controls and adaptors to assist you. In addition, if your meter needs to be repositioned we will arrange for this to be moved free of charge (where reasonable and appropriate).

For more information on adaptors you can contact the Centre for Independent Living, Linden House, Beechill Business Park, 96 Beechill Road, Belfast, Antrim, BT87QN,

**Tel:** 028 9064 8546

**Web:** [www.cilbelfast.org](http://www.cilbelfast.org)

## **Moving Home**

If you are moving home, remember not to top-up more than you need when you are making arrangements to move. We are unable to refund you for any unused credit left on the meter when you move.

Please leave the card for the meter for the new occupier to use – this card will not work at your new address.

If you are moving into a new property and there is no card for the meter, don't worry, just contact our Customer Services and we will get one to you as quickly as possible, free of charge. In the meantime, you can still top up over the phone by calling our Customer Service Team on 028 867 60 600

## **Switching Suppliers**

Please note that your options for vending may change if you switch to an alternative supplier. This code of practice only applies when you are being supplied by Go Power. Also, you will be subject to the new supplier's codes of practice and terms and conditions. We recommend that you obtain full information on the PAYG arrangements of alternative suppliers before making a decision on switching your supplier.

## **Get in Touch**

For all enquiries relating to prepayment meters, alternative repayment plans, making a complaint, or for anything else, our Customer Services Team can be contacted at:

- If you want to write to us, our address is LCC House, 1 Lissan Road, Cookstown, Co. Tyrone, BT80 8EN; or
- If you wish to telephone us, the number is 028 867 60 600; or
- If you wish to email us, [sales@gopower.energy](mailto:sales@gopower.energy)

If you are calling us regarding difficulties with topping up or problems with your meter, we may ask you to provide us with information from your meter or payment receipt, so please have some receipts to hand, and try to be close to your meter while you are talking to us.

If you have an emergency when we are closed you will need to contact the **Northern Ireland Gas Emergency Line on telephone number 0800 002 001.**

If you lose your top up card, please contact our Customer Services Team and we will send you a new card, free of charge, as soon as possible.

This Code of Practice can be found on our website [www.gopower.energy](http://www.gopower.energy) or you can request a free copy from our Customer Services Team.

If you require this Code of Practice in a different format, e.g. another language, large print or Braille, please contact our Customer Services Team. We shall use our best endeavours to accommodate reasonable requests made by our customers for an alternative format.

**Additional charges payable for the use of a prepayment meter**

There are no additional charges payable by customers who avail of a prepayment meters through Go Power