



## Code of practice on services for prepayment meter customers

### Pay as you go Meters (PAYG)

PAYG (pay as you go) meters make it easy for the customer to keep track of their electricity usage, it is an easy method of purchasing electricity and the customer can top up their meter at any point in time.

If customers experience some difficulty paying for their electricity, 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. A PAYG meter can be also topped up in numerous ways:

- Paypoint – you can view a list of approved Paypoint outlets and access info at <https://www.paypoint.com/en-gb/consumers/store-locator>
- Online – <http://www.gopower.co.uk/>
- Telephone – please call our Customer Helpline on **028 8676 0600**

### 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

PAYG can be installed upon request for a domestic customer free of charge. A PAYG meter cannot be installed in a household where a life support system or critical care medical equipment is present.

Our Customer Service Team will be happy to help arrange a PAYG meter installation appointment with NIE Networks subject to the suitability of your home.



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For customer of pensionable age or customers with special requirements Go Power will arrange for the provision of special controls or adaptors and repositioning of meters to enable the customer to operate the meter effectively (if required). Where Go Power have been made aware that an existing prepayment customer is experiencing difficulties in using their meter or accessing Top-Up facilities, we will work with the customer to provide, where possible, the most suitable alternative arrangement for payment. For more information please see our 'code of practice on provision of services for persons who are pensionable age, disabled or chronically sick'.

#### **Advantages of a PAYG meter**

- No exit fees
- Top-Up from a variety of sources
- Alarms to make you aware your credit is getting lower
- PAYG meters can help you manage your electricity budget as the PAYG unit keeps you aware of both your electricity consumption and cost.
- Free installation
- Customers with internet access can Top-Up online

#### **Disadvantages of a PAYG meter**

- May not be suitable for customers with medical equipment installed at home.
- Customers with no internet access may have to travel a long distance in order to get a Top-Up.
- Some payment outlets will only accept cash for Paypoint payments
- Range of payment outlets available in close proximity to your home may be limited
- Some homes may not be suitably wired to allow for installation of a PAYG meter. NIE Networks will advise if this is the case after a visit to your home



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## Topping Up

You will receive a Go Power Top-Up Card, this is specific to your meter (do not use a Top-Up card from another property). Use this card to purchase a Top-Up for your meter (if you lose your card please contact our Customer Helpline on 028 8676 0600). The minimum Top-Up is £5, but multiples of £1 are available thereafter. Maximum Top-Up is £150.

You will be issued with a 20 digit number called a PowerCode (it may be 40 or 60 digits if there is a price change). To Top-Up your meter please follow the steps below:

**Step 1:** Start by pressing the \* button once on the keypad

**Step 2:** Next enter all digits of your PowerCode. If you enter a wrong digit press the \* button to go back

**Step 3:** After you have entered all 20 digits press the # button. You will see 'Sending' appear on the display, if all digits have been entered correctly after a few seconds the message 'Accepted' will appear on the display.

### 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 our customer helpline on **028 8676 0600** or at [www.gopower.co.uk](http://www.gopower.co.uk) for more information about your PAYG meter or if you are experiencing any difficulty.

If you lose your PowerCode before topping-up don't panic. Visit the agent where you purchased the PowerCode and they will re-issue the PowerCode free of charge, or alternatively contact our Customer Service Team on 028 8676 0600 and we will re-issue the PowerCode.

If you lose your Top-Up Card you can contact Go Power's helpline on **028 8676 0600** or at [support@gopower.energy](mailto:support@gopower.energy). There will be a cost of £2.50 for every replacement card.



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### **Keypad Buttons: Useful Guide**

**\*** - Press before entering Top-Up code (PowerCode)

**#** - Press after Top-Up code – also shows credit remaining

**1:** Average credit left in days

**2:** Cost of previous days, weeks, months (press repeatedly)

**3:** Unit rates and number of units used

**4:** Details of last five Top-Up codes

**5:** Total value of all Top-Ups paid into the meter

**6:** Present usage in Kilowatts

**7:** Standing Charge rate per day (if applicable)

**8:** Highest usage in the last 24 hours (every half hour)

**9:** Total units used

**0:** Display test, time and date

**Note:** for PAYG meters with day/night (Economy 7) pressing button 3 will also display Unit Rates SL (Domestic) CH (Central Heating) and HW (Hot water). It will also show Standing Charge.



## **Keypad Messages – Useful Guide**

The following messages may be displayed after entering your PowerCode:

**Accepted:** The Top-Up amount will appear, followed by 'Account' and the total credit on the meter.

**Rejected:** If you see this message wait until the rejected message disappears and start again from step one (see Topping up).

**Duplicate:** you have used this PowerCode before and cannot use it again

**Incorrect:** the PowerCode has been keyed incorrectly or is for another property

**Error:** you have missed a digit/number or have entered the PowerCode too slowly.

**Kbloc:** the PowerCode has been entered incorrectly five times in a row

**Wrong Tar:** the price of electricity has changed and you must enter the special 40 digit PowerCode

**CreditHI:** you have too much credit on your meter, wait a few days and try again.

### **Payment difficulties**

If you have a credit meter and are experiencing payment difficulties, we can arrange to have a PAYG meter installed. This PAYG meter will 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 the electricity you have used.

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 as per vend 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 electricity 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 electricity you would otherwise use at times of higher usage, for example, during winter. For more information please refer to the efficient use of electricity codes of practice on our website.



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Whilst settling your debt via your PAYG meter, we will provide you with information on the amount of your outstanding debt. You can request this by calling our customer helpline on **028 8676 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 vend basis;
- The amount of debt you have paid so far;
- The likely length of time to repay your outstanding debt; and
- How the amount you pay off your debt has been calculated.

We will install a PAYG without the express agreement of the customer only as a last resort in the debt recovery process in order to avoid disconnection.

### **Emergency Credit**

If the amount of credit available on your meter reduces to £1 your meter will alert you by sounding an alarm. The alarm will continue for 2 minutes and repeat every half hour (except during the hours of 10pm to 8am). The alarm can be silenced by pressing any button on the meter. When the alarm is silenced you will automatically receive £2 'emergency credit'. If you do not silence the alarm your supply will switch off – don't panic – pressing any button on your meter will automatically restore power and apply your £2 emergency credit. This credit will hopefully give you enough time to purchase a Top-Up for your meter. For customers who may have periods of incapacitating illness or are part of Go Power's customer care register and would like to find out more information or arrange a greater level of emergency credit please contact us at 028 8676 0600 or [support@gopower.energy](mailto:support@gopower.energy) and we will endeavour to come to an arrangement that will facilitate your needs.



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## **Friendly Credit**

If your 'emergency credit' runs out 'friendly credit' will be provided automatically on the following basis:

**Weekdays** – if your credit runs out after 4pm, Monday to Thursday, the supply will stay on until 11am the following day (friendly credit may end at 8am depending on your meter type)

**Weekends** – if your credit runs out after 4pm on a Friday, the supply will stay on until 11am the following Monday.

**Holidays** – If you run into friendly credit on a bank holiday Monday the supply will stay on until 11am on the next working day. Friendly credit will not run out on 25<sup>th</sup> December, 1<sup>st</sup> January, 17<sup>th</sup> March or 12<sup>th</sup> July.

**Note:** all times stated are GMT. Please add 1 hour during Summer time

**Remember the next time you buy energy the amount of Friendly Credit and Emergency Credit you have used will be deducted from your balance.**

## **Statement of account**

PAYG metering removes the requirement for paper billing, however Go Power will provide a yearly statement of account to all customers.

## **Electricity tariff changes**

Power codes usually consist of 20 digits. However when you purchase a Power Code after a change in energy prices has occurred you will receive a special 40 or 60 digit Power Code. This longer Power Code will Top-Up your meter and reconfigure your meter to the new electricity rates. For each tariff change Go Power will notify domestic pre-payment meter customers at least 21 days in advance of the tariff effective date.



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## **Moving Home**

If you are moving home remember not to Top-Up more than you need. This will avoid unused credit being left on your PAYG, so therefore it is essential that you contact us to let us know of any changes.

Please leave the card for the meter for the new occupier to use – it won't work at your new address. If you are moving in and there is no card for the meter, don't worry, just let us know and we'll supply you a new Top-Up card as quickly as possible. Please call our helpline on **028 86760 600**

## **Meter Removal**

If your meter needs to be removed or reset please contact our Customer Service Team 028 8676 0600 or [support@gopower.energy](mailto:support@gopower.energy), we will contact Northern Ireland Electricity Networks (NIE Networks) on your behalf (within 5 working days of your request) and arrange a suitable appointment to carry out your request within a reasonable period. Northern Ireland Electricity Networks (NIE Networks) will contact you directly to arrange access and carry out resetting or removal. Any credit remaining on the meter at the time of removal or reset will be refunded or transferred to your new meter where applicable. Should you need to request a refund of remaining credit on your meter please contact [support@gopower.energy](mailto:support@gopower.energy). Refunds will be processed within 10 working days.

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

There are no additional charges payable by customers who have a PAYG meter.

## **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. Following termination of your prepayment contract with Go Power should you need to request a refund of remaining credit on your meter please e-mail [support@gopower.energy](mailto:support@gopower.energy). Refunds will be processed within 10 working days.





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## Get in Touch

For all enquiries relating to prepayment meters (e.g. how to operate your meter), 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 Northern Ireland Electricity (NIE Networks) at 03457 643 643.

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.co.uk](http://www.gopower.co.uk) 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.

If you are having difficulty with your PAYG meter, require any assistance or your meter is not working, please contact our customer helpline on **028 8676 0600** or email us at [support@gopower.energy](mailto:support@gopower.energy)



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## **Useful Contact Information**

### **Consumer Council for Northern Ireland**

Floor 3, Seatem House  
28 - 32 Alfred St  
Belfast  
BT2 8EN

Telephone 0800 121 6022  
Email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)  
[www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

The Consumer Council is an independent consumer organisation which represents transport, water, postal and energy consumers. The Consumer Council's aim is to give consumers a voice by running information and education campaigns, undertaking research and producing publications.

### **Disability Action**

Portside Business Park  
189 Airport Road West  
Belfast  
BT3 9ED

Telephone 028 9029 7880

Textphone 028 9029 7882

[www.disabilityaction.org](http://www.disabilityaction.org)

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

### **Citizens Advice Bureau**

Citizens Advice Regional Office  
46 Donegall Pass  
Belfast  
BT7 1BS  
Telephone 028 9023 1120

[www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

Citizens Advice is the largest advice charity in Northern Ireland, working against poverty and provides a free of charge information and advice service to the general public.