

Paying an outstanding balance

You can pay an electricity debt through your meter at a rate you've agreed with us.

To see how much the meter is collecting:

Insert your key

- ▶ Press the **blue button** repeatedly until you see 'S', which will show you the total debt remaining
- ▶ Press the **blue button** again, get to 'T', which will show you your weekly collection rate

Energy advice

We can help you use less energy and reduce your bills. Call us free on **0808 281 2222** or visit **www.bristol-energy.co.uk/savingenergy**

Moving home?

We don't want you to pay for someone else's electricity. Call us free on **0808 281 2222** and send your meter readings on moving day to **meterreads@bristol-energy.co.uk**

If you don't tell us you've moved the new occupiers could run up a debt in your name.

Leave your key at your old property – it won't work in any other meter.

You'll need a new key if your new home has a prepayment meter. Please contact us to arrange your electricity payments and a new key.

Power cut?

You'll need to contact your network supplier. Information on your network supplier (which depends on where you live), can be found on your statement or for help please ring us free on **0808 281 2222**.

Difficulty paying?

If you're having difficulties paying, please contact us as soon as possible so that we can discuss what Bristol Energy can do to help you.

Citizens Advice provides free, confidential and impartial advice on consumer issues.

You can obtain more information by visiting **www.citizensadvice.org.uk/energy** or call **03454 04 05 06**.

For updates, news and jobs follow:



Bristol Energy is a trading name of Together Energy (Retail) Limited.
Correspondence address: One Temple Quay, Temple Back East, Bristol, BS1 6DZ.

Registered address: Erskine House, North Avenue, Clydebank Business Park, Clydebank, G81 2DR. Registered in Scotland with company number SC533489. Authorised and regulated by the Financial Conduct Authority for certain consumer credit activities.

VAT registration number: 3078291 93.

How to use your electricity prepayment meter



BRISTOL
energy

Your electricity prepayment meter

Your meter works by telling us how much credit you have to spend on your electricity once your key is inserted into your meter. Please look after your key and tell us immediately if it is lost, stolen or damaged so we can arrange a replacement.

Getting started

Before topping up your Bristol Energy key for the first time, insert it into the meter for 30 seconds so all your details can be activated. This means that you're paying for your own electricity (important if you've just moved home) at the right price.

You are now able to buy credit for your key.

Please do not use any keys provided by other suppliers in the meter as they will not transfer your payments to us, and you might not be on the right tariff. You need to use your Bristol Energy key, which has a sticker to help you identify it.



When you press the **blue button** repeatedly the screens on your meter provide you with information on the daily standing charge, amount of emergency credit, what you are paying towards any outstanding bills and how much credit you have left.



Troubleshooting

Problem	Possible Cause	You can check	Still not working?
Display says D1	Your meter can't read the information on the key.	Check the key is inserted properly.	Try cleaning the chip on the key with a dry cloth. Call us if it is still not working.
Display says D2	Your key may not contain any credit.	Check the key is inserted properly.	Try cleaning the chip on the key with a dry cloth. Call us if it is still not working.
Display B4 or D4	Your key does not have the right serial number for the meter.	Make a note of your meter serial number (MSN) which is nine characters and usually printed half way down the left side of the meter.	Call us so we can re-programme your key.
Display D6	A duplicate key has been inserted into the meter.	Check that you are only using one key for the meter.	Call us for a code to get your key re-programmed.

Buying credit

You can buy credit for your electricity at any outlet with the **Paypoint**  or **Payzone**  symbol. Your nearest ones are listed in the letter with your key, or call us free on **0808 281 2222**.

Take your key to the shop, they will top up your key, which will transfer to your meter when you put it back in. We recommend topping up by at least £15 per week to cover your costs. It is still important to top up if you are going away as the meter will continue to take credit to cover standing charges or any outstanding bills.

Insert your key to transfer the credit to the meter. Take the key out and keep it somewhere safe.

Your meter will bleep when you have nearly run out of credit.

Emergency credit

If you have run out of credit the meter will allow for £5 worth of electricity and standing charges to cover emergencies.

To use the emergency credit put your key in the meter and press the **blue button** so it is ready to use. You can check at any time how much is left by inserting your key and pressing this button.

This is borrowed credit so you must repay this and any amount you wish to top up to cover your usage.