



## 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 P** 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.