

## Troubleshooting

Problem	Possible Cause	You can check	Still not working?
Display says CALL HELP.	No credit on meter causing the valves to close.	Press <b>RED BUTTON A</b> and hold.	Call us.
Blank screen.	The meter has a fault.	Press <b>RED BUTTON A</b> or insert your card.	Call us.
Display says CARD FAIL.	The meter is unable to read the card.	Make sure your card is clean.  Details on card not Recognised.	You may need a replacement card.  Call us.
Meter has turned off.	You may have run out of emergency credit.	Check the display. Top up with at least £15 to pay back the credit and what you need to use.	Call us.

## Smell gas?

Call Gas Emergency free on **0800 111 999**.

## 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](http://www.citizensadvice.org.uk/energy) or call **03454 04 05 06**.

For updates, news and jobs follow:



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# How to use your gas prepayment meter



**BRISTOL**  
energy

## Your gas prepayment meter

Your meter works by telling us how much credit you have to spend on your gas once your card is inserted into your meter. Please look after your card 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 gas usage (important if you've just moved home) at the right price.

You are now able to buy credit for your card.

Please do not use any cards provided by other suppliers in the meter as they will not transfer your payments.

When you press the **RED BUTTON A** 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.



## Buying credit

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

Take your card to the shop, they will top up your card, 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.

Press **RED BUTTON A** to transfer the credit to the meter. Take the card 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 gas and standing charges to cover emergencies.

To use the emergency credit put your card in the meter and press **RED BUTTON A** so it is ready to use. You can check at any time how much is left by inserting your card 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.

## Paying an outstanding balance

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

To see how much the meter is collecting:

Insert your key

- ▶ Press and hold **RED BUTTON A** until you hear a bleep
- ▶ Go to screen 25 – this will show your weekly collection rate
- ▶ Go to screen 27 – this will show the total credit remaining

You can find more advice at:

**[www.bristol-energy.co.uk/FAQs](http://www.bristol-energy.co.uk/FAQs)**

## 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](http://www.bristol-energy.co.uk/savingenergy)**

## Moving home?

We don't want you to pay for someone else's gas. Call us free on **0808 281 2222** and send your meter readings on moving day to **[meterreads@bristol-energy.co.uk](mailto: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 card at your old property – it won't work in any other meter.

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