



SSE Airtricity Gas Supply (NI) Limited
Code of Practice on Services for
Prepayment Meter Customers

Smell Gas? Call **0800 002 001**

This Code of Practice outlines the services we will make available for customers who pay for their gas using a Prepayment Meter.

October 2020





A Prepayment Meter allows you to enjoy flexibility and control your energy consumption by paying for your gas as and when you need it.

Benefits

Installing a Prepayment Meter lets you:

- Avoid running up large bills as you pay for your gas as and when you use it.
- Top up your meter when it suits you at your local PayPoint store.
- View your remaining credit to help manage your usage and top-ups.
- Repay any debt you owe us at an agreed and manageable rate.

Suitability

Prepayment Meters may not be suitable for all customers. Before installing a Prepayment Meter, you should consider:

- How near your local PayPoint store is, where you will top up your meter or purchase replacement cards, as it's not possible to top up online. PayPoint stores are usually located at most petrol stations, convenience stores, supermarkets and newsagents. You can find your nearest store on the online store locator at <https://consumer.paypoint.com>.
- You'll need to keep track of your credit regularly to ensure you don't run out of gas. Remember, you use more gas in winter than summer.
- Prepayment Meters may have limited suitability for customers with individual needs (including those who are blind or visually impaired, have a mobility difficulty or have difficulty using their hands).

If you'd like a Prepayment Meter installed get in touch with us and we can assess suitability. There is usually no charge to install a Prepayment Meter, however you may be charged if you wish to change to a Credit meter or request the meter to be repositioned. There are no additional charges for using a Prepayment Meter. We may ask you to install a Prepayment Meter to repay debt or avoid disconnection.

If you are of pensionable age, disabled, chronically sick, or you have individual needs, or if you are making a request on such person's behalf, please let us know so we can take appropriate steps and work with the Network Operator to ensure your Prepayment Meter is installed in a suitable location, if required. If you find it difficult to access or use your meter, we'll do our best to move it to a more suitable position or work with you to arrange an exchange to an different meter type. We've also got special control taps and adaptors for customers who have problems using their natural gas appliances. Simply let us know what difficulties you're having, and we can advise what we have available.

The price you pay for your gas is on our website at **airtricitygasni.com** or you can contact us to find out more or inquire about different ways to pay for your gas.

If you have any questions about the suitability of a Prepayment Meter, or if you have a query or complaint about our service, get in touch with our Customer Service Team:



Phone: **0345 900 5253**

Monday to Thursday 8.30am to 7pm and Friday 8.30am to 4.30pm
(calls charged at local rate)



Email: **info@airtricitygasni.com**



Website: **airtricitygasni.com**



Post: Customer Service Team,
SSE Airtricity Gas Supply (NI) Limited,
25 Great Victoria Street, Belfast, BT2 7AQ.

Using your Prepayment Meter

There are two types of Prepayment Meter; Libra and Quantum. When your Prepayment Meter is installed, we'll give you instructions on how to use it, including, how to register your card, transfer credit to your meter, use emergency credit and how to restore your gas supply if it's interrupted. If you need help using your Prepayment Meter, get in touch with our Customer Service Team.

Instructions are also available on our website at airtricitygasni.com or can be provided free of charge upon request by getting in touch with our Customer Service Team. You can also request instructions in alternative formats including Braille, Large Print, Audio Format and in an alternative language.

Prepayment cards

You'll be provided with a Prepayment card which you'll need to register to your meter before you buy credit.

How to register your card:

Step 1: Insert your card into your meter with the gold chip facing up;

Step 2: Wait until the meter beeps to confirm registration.

Your Prepayment card is unique to the meter it's registered to and won't work in any other meter. Prepayment Libra meters work

with a Payeasy card. If you have lost or damaged your Payeasy card you can buy a replacement for £4.00 from select PayPoint stores. Get in touch with our Customer Service Team to find your nearest stockist or check online using the PayPoint store locator at <https://consumer.paypoint.com>.

Prepayment Quantum meters are operated using a Quantum card. If you have lost or damaged your Quantum card you can buy a replacement for £6.50 by getting in touch with our Customer Service Team.

Please look after your card as we are unable to refund any unused credit attached to a lost Prepayment card.

Topping up

You can top up your Prepayment Meter at your local PayPoint store. Find your nearest store at <https://consumer.paypoint.com> or get in touch with our Customer Service Team. You can top up between £5 and £49. Please keep your receipt in case you experience any issues transferring credit to your meter.

You should transfer the credit to your meter as soon as possible as we can't refund any unused credit if you lose your Prepayment card. However, if you find it later please return it to us and we'll refund you as soon as possible and within 28 days.

Credit Reserve / Emergency Credit

If you have a Prepayment Libra meter, your gas supply will automatically switch off when your credit reaches 15 units. If your credit is between 15-30 units, avoid your gas supply switching off by releasing your 'credit reserve facility'. To do this, insert your Payeasy card and hold Function button B (black) and wait until the meter beeps. This will give you an extra 15 units to use before you need to top up. Any credit reserve used will be taken from your next top-up.

If you have a Prepayment Quantum meter, and your credit is running low, avoid your gas supply switching off by releasing your 'emergency credit facility'. To do this, insert your Quantum card and hold Function button A (red) and wait until the meter beeps. This will give you an extra £1-2 to use before you need to top up. Any emergency credit used will be taken from your next top-up.

It's best to top up before you reach your 'credit reserve' or 'emergency credit' limit to avoid your gas supply switching off. For more information regarding the emergency credit available on your meter, instructions are available on our website at airtricitygasni.com or can be provided free of charge upon request by getting in touch with our Customer Service Team.

Faulty Meters and Exchanges

If you think your Prepayment Meter isn't working correctly, get in touch with our Customer Service Team. If we're not able to resolve it, we'll report it to the Network Operator within 4 working hours. The Network Operator may need to exchange your meter.

If your meter needs to be exchanged due to a fault, this will be carried out by the Network Operator. Any credit on your meter at the time of exchange will be refunded to you as quickly as possible and within 28 days of confirming the credit value with the Network Operator.

If your meter needs to be exchanged and you've any unused credit on your old Prepayment card, please return it to us and we'll refund you as soon as possible and within 28 days.

Guaranteed Standards of Service

Our Notice of Rights outlines the individual standards of service you can expect in relation to faulty meters. If we fail to meet our Guaranteed Standards of Service in relation to faulty meters, we'll pay you £25 in accordance with our Notice of Rights. A copy of our Notice of Rights is available on our website at airtricitygasni.com or can be provided free of charge by getting in touch with our Customer Service Team.

Moving House

Remember not to top up more than you need to if you're planning on moving house. This will avoid unused credit being left on your meter as you may be required to pay meter exchange charges before we can refund this credit. As your Prepayment card is unique to the meter at the property, you should leave it at the property when you leave.

Price Change

If we change the price you pay for your gas, we'll notify you 21 days in advance of the change. We will adjust your tariff by sending a message to your meter via your Payeasy card. The tariff change will be applicable from your first top up after the date of the change.

Switching supplier

If you choose to switch supplier, you should contact your supplier of choice to discuss options.

Payment Difficulties

If you have a Credit Meter and you're finding it difficult to pay your bill, we may be able to install a Prepayment Meter free of charge, if suitable. This will help you budget and stop your debt from increasing. Get in touch with our Customer Service Team as soon as possible so we can help you.

When you get a Prepayment Meter installed, we will issue you a letter with information on the amount of outstanding arrears and how this will be paid back through the meter. The letter also includes a leaflet with instructions on how to use the top up card and the meter. Instructions are also available via our website.

If a Prepayment Meter is installed, the meter will be set to collect some of your debt every time you top up. We'll collect no more than a maximum of 40% of each top up. We'll agree a repayment plan that works for both you and us and take into consideration your individual circumstances and ability to pay. We'll monitor your top ups and would encourage you to get in touch as soon as possible if you experience difficulties keeping up with your top ups or if you would like to discuss the amount of debt outstanding or the amount which is collected for debt with each top up.

Times of lower gas usage may be a good opportunity to continue to top up in order reduce your debt and build up credit in advance of high usage periods.

Our Code of Practice on Payment of Bills outlines the services, advice and assistance we may be able to offer you if you're finding it difficult to pay your bill. A copy of our Code of Practice on Payment of Bills is available on our website at airtricitygasni.com or can be provided free of charge by getting in touch with our Customer Service Team.

Alternative Formats

A copy of this Code of Practice is available on our website at airtricitygasni.com or can be provided free of charge upon request. This Code of Practice is also available in alternative formats including Braille, Large Print or Audio Format.