

**Welcome
to smart
prepayment**

**good
energy**

As a smart prepayment customer, you will have access to our online and text message smart prepayment services.

If you have provided us with your email address, we will set up an online smart prepayment account for you. You'll also have access to text message notifications and top-up services (this is referred to as 'SMS' in your online account).

If you haven't given us your email address, you won't have access to your online smart prepayment account, but you can still use our smart prepayment text message service. If you would like to register an email address with us so that you can use the online account, please email hello@goodenergy.co.uk or call us on **0345 034 2400** or **0800 254 0022** and we can set this up for you.

Online smart prepayment services

This section covers all you need to know about using your online smart prepayment account.

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Text message smart prepayment services

This section is designed to help you use our smart prepayment text message service.

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Logging in for the first time

Look out for an email titled 'Your online prepayment account is now ready', which will include your username and a link to the login page. Click on the link in the email and follow these steps to set up your password:

- Click 'Request password' on the login page.
- A different page will appear – enter your username, and click 'Request password'.



- You will receive another email – follow the link and select 'Confirm this request'. The link will expire in one hour, after which you'll have to repeat the process.

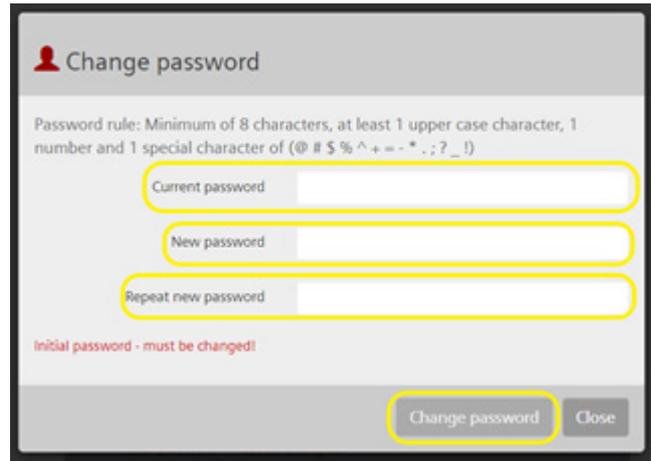


- You'll receive an email with your temporary password. Return to the login page and enter your username and temporary password to sign in.



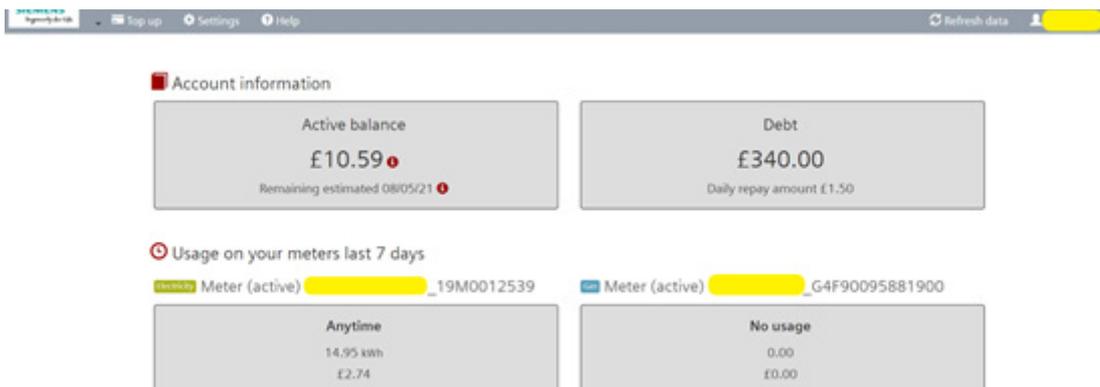
- A pop-up window will appear as you will need to create your own password. For 'current password', enter the temporary one you have just received. You will then be logged into your account.

For all future logins, enter your username and new password. If you forget your password, you will need to follow the same process above to reset it.



Navigating your smart prepayment account

The first thing you'll see after logging in is the homepage, which gives you an overview of your account including your current balance. From here you can select what you would like to do next, such as top-up or view your energy consumption.



Account information

| | |
|---|--|
| Active balance £10.59 Remaining estimated 08/05/21 | Debt £340.00 Daily repay amount £1.50 |
|---|--|

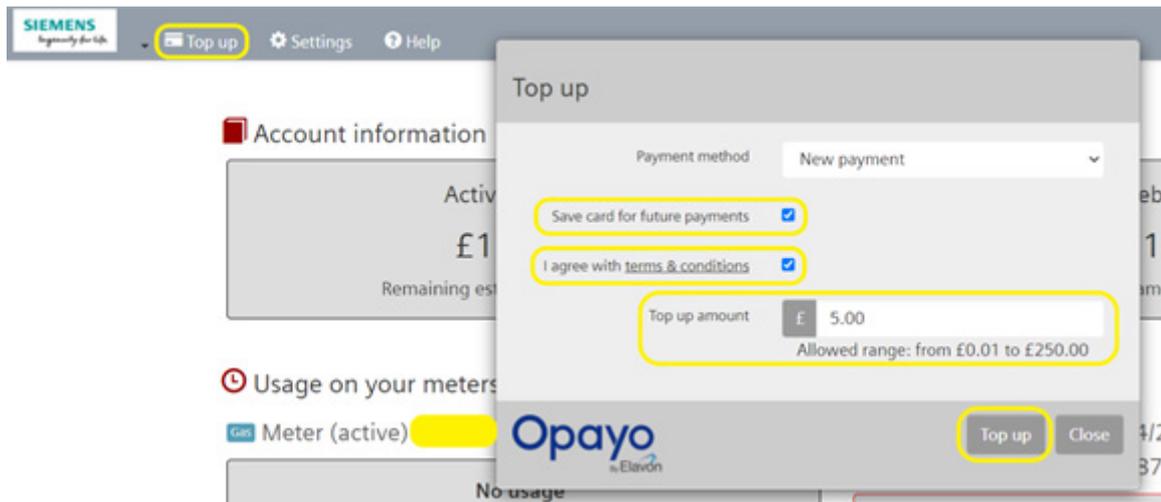
Usage on your meters last 7 days

| | |
|----------------------------------|--------------------------------------|
| Meter (active) 19M0012539 | Meter (active) G4F90095881900 |
| Anytime 14.95 kWh £2.74 | No usage 0.00 £0.00 |

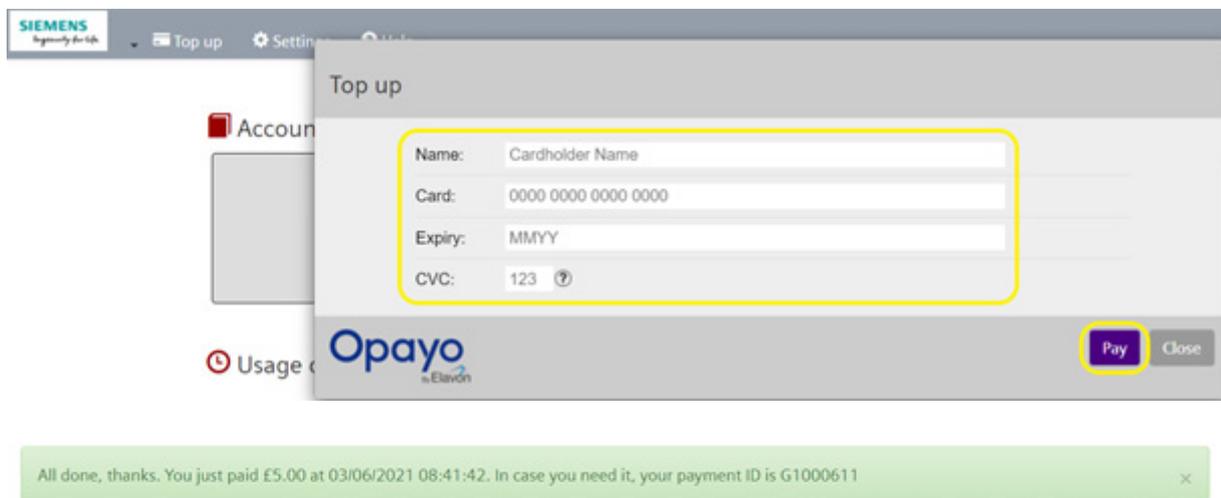
Top up

To top up, click on the 'Top up' tab in the home page banner.

- If you would like to save your card details for future payments, tick the box next to the text 'Save card for future payments'. Saving your card details will also enable the low balance and scheduled top up functions – you can read more about these in the Settings section.
- Tick the box next to 'I agree with terms & conditions' (the link lets you review our payment terms).
- Lastly, enter the value you wish to top up by and click 'Top up'.



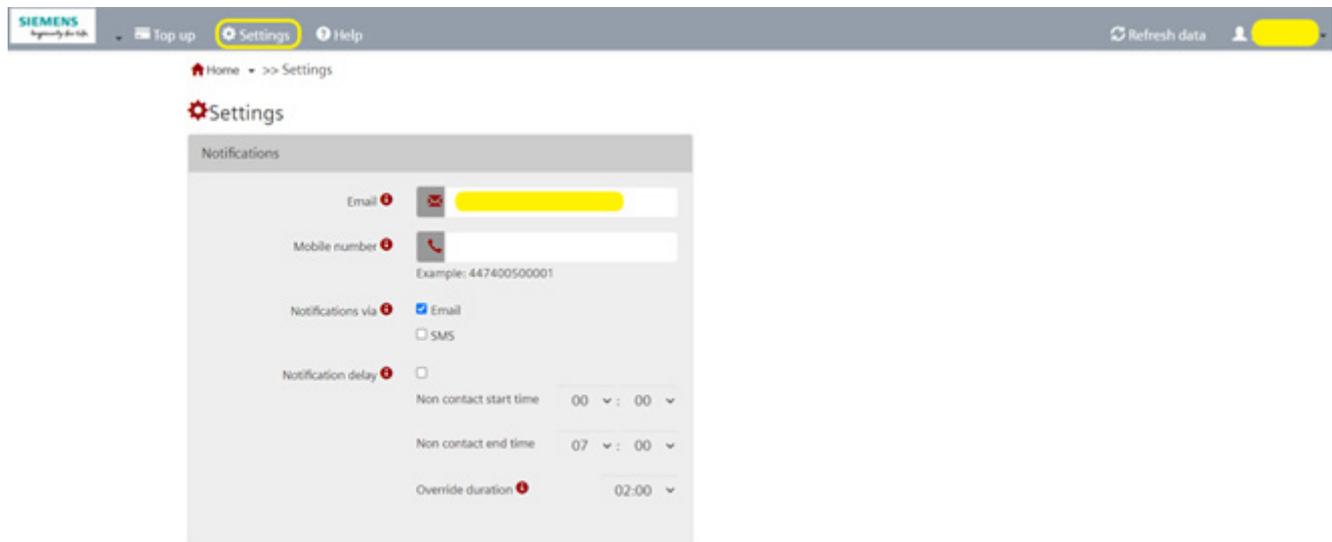
Next, you'll be asked to enter your card details. Once you've done this, click 'pay' to complete your top up. When your payment has been confirmed the top up value will be added to your active balance.



Tip: When entering your long card number do not include spaces.

Settings

You can update your contact details, notification preferences and set up a low balance and/or scheduled top up by clicking on the 'Settings' tab in the home page banner.



Notifications

- **Email** – the email address registered to your account; you can change this at any time.
- **Mobile number** – this field will be populated if you have provided us with your mobile number, you can change this at any time.
- **Notifications** – confirm how you want to receive important notifications about your account, including when your balance is low. The selection will be defaulted to email. We recommend having at least one of these preferences selected.
- **Notification delay** – this section allows you to turn notifications off during a specified time. It is unlikely that you will receive notifications before 9am or after 5:30pm as this when charges are applied to your account which may trigger notification events. The override duration time can be set to allow notifications to be sent during the non-contact time if you carry out an action on your account that triggers a notification event.

Low balance

| | |
|---------------------------------|---------|
| Low account warning threshold ⓘ | £ 10.00 |
| Auto top up threshold ⓘ | £ 15.00 |
| Auto top up amount ⓘ | £ 0.00 |

You must register a payment card and perform first payment in order to use this kind of payments

Low balance

- **Low account warning threshold** – if your account balance drops below a certain value, you'll receive an email or text message notification to top up. The default value is £10.00, but you can change this to a value that suits you.
- The next two fields are enabled if you have made a top up and saved the cards details for future payments. This will allow you to set up automatic top ups based on a low balance threshold.
- **Auto top up threshold** – use this to set up a threshold for when auto top ups are taken. For example, if you enter a value of £15.00 here and have also set an auto top up amount in the field below, your auto top up will be taken when your account balance drops to £15.00.
- **Auto top up amount** – the amount you wish to automatically top up by.

Scheduled top up

Scheduled top up amount ⓘ £ 0.00

Scheduled top up frequency ⓘ Days ▾

Scheduled top up period ⓘ 1

Next scheduled top up date ⓘ [Click here and select date](#)

Last day in month ⓘ

You must register a payment card and perform first payment in order to use this kind of payments

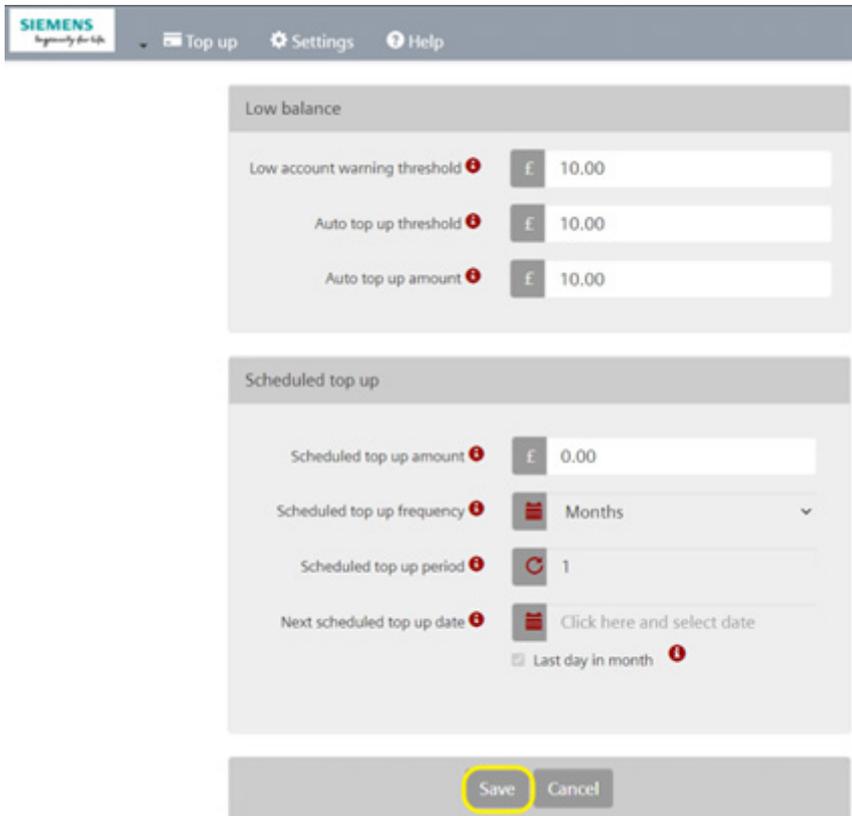
Scheduled top up

This section is only enabled if you have made a top-up and saved the cards details for future payments. It will allow you to set up scheduled top ups similar to a Direct Debit.

- **Scheduled top up amount** – the amount you wish to top up by.
- **Scheduled top up frequency** – you can select Days or Months from the drop-down which will be linked to your chosen period.
- **Schedule top up period** – this value will determine the time between each payment based on the frequency selected. For example, if this value is 2 your scheduled payment amount will be taken every 2 Days or every 2 Months depending on the frequency you have chosen.
- **Next scheduled top up date** – the value you select from the calendar will be the date your first scheduled payment is collected.
- **Last day in month** – if you've set your top up frequency to Months and your next scheduled payment date to be the last day of the month, tick this box if you'd like all future payments to also be taken on the last day of the month.

Saving your changes

- Before leaving the settings tab, click 'Save' to apply your changes.
- A green banner will appear at the top of the page confirming your settings have been updated successfully.



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Top up Settings Help

Low balance

Low account warning threshold £ 10.00

Auto top up threshold £ 10.00

Auto top up amount £ 10.00

Scheduled top up

Scheduled top up amount £ 0.00

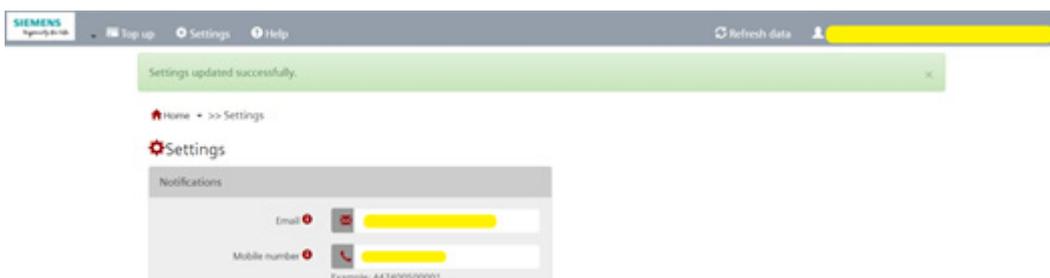
Scheduled top up frequency Months

Scheduled top up period 1

Next scheduled top up date Click here and select date

Last day in month

Save Cancel



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Responsibility for life

Top up Settings Help Refresh data

Settings updated successfully.

Home >> Settings

Settings

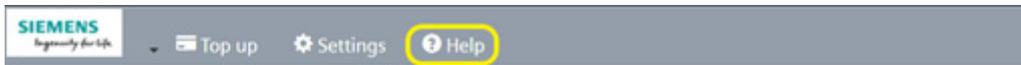
Notifications

Email

Mobile number
Example: 447400500001

Help

If you need support with using your online smart prepayment account, click the 'Help' tab in the home page banner. This will open a new window and bring you to the Help and support page on Good Energy's website, where you can find our contact details as well as links to guides and FAQs.



Account information

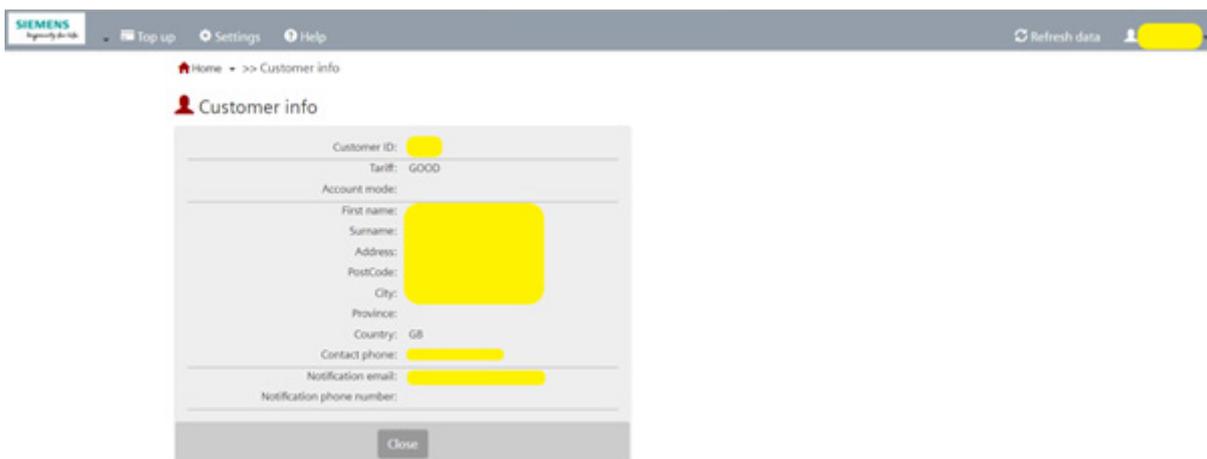
Username drop-down

Check your customer info, change your password, access Good Energy's contact number, or log out, by clicking on your username in the right-hand corner of the home page banner. A drop-down menu will appear with options you can select from.



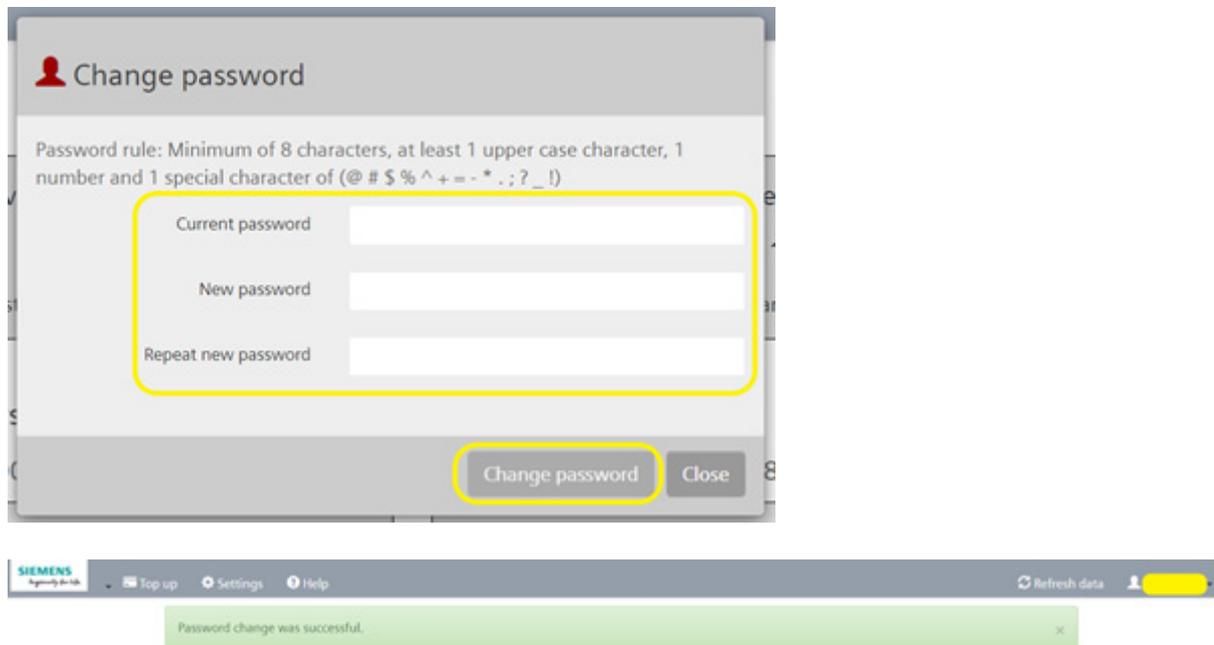
Customer info

- To check your contact and address details, click on 'Customer info' in the drop-down menu.
- If your contact details are incorrect, update this via the Settings tab. If your name or address information is incorrect, please let us know and we can update this for you.



Change password

- To update your password, click on 'Change password' in the drop-down menu, then complete the fields in the pop-up window. A green banner will appear at the top of the home page confirming the password change was successful.



The screenshot shows a 'Change password' pop-up window with the following elements:

- Title:** Change password
- Password rule:** Minimum of 8 characters, at least 1 upper case character, 1 number and 1 special character of (@ # \$ % ^ + = - * . ; ? _ !)
- Fields:** Three input fields labeled 'Current password', 'New password', and 'Repeat new password'.
- Buttons:** 'Change password' and 'Close' buttons.

Below the pop-up window, a green banner at the top of the page displays the message: 'Password change was successful.'

Contact us

- To access Good Energy's contact number, click on 'Contact us' in the drop-down menu. A pop-up window will appear with Good Energy's telephone number. Click close to return to the homepage.



The screenshot shows a 'Contact us' pop-up window with the following elements:

- Title:** Contact us
- Logo:** SIEMENS Ingenuity for life
- Text:** Smart energy management in your hands.
- Contact Information:** Good Energy, Tel : 0800 254 0000
- Footer:** Powered & Copyright 2021 Siemens AG
- Buttons:** 'Close' button.

Logout

- To log out of your online smart prepayment account, click on 'Logout' in the drop-down menu.



SIEMENS
Ingenuity for Life

Smart energy management in your hands.

Username 

Password

Sign in Request password 

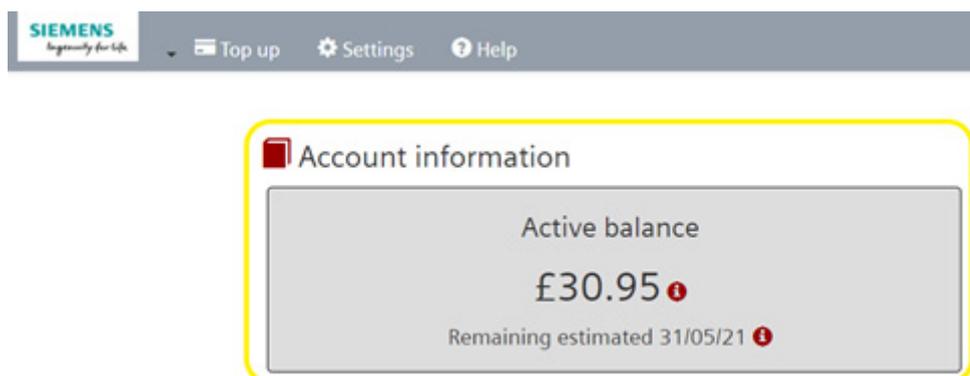
Active balance

The active balance section on the homepage displays your current balance. It also shows an estimated date for when your balance may run out, based on your average usage.

This balance is used to trigger low balance notifications, as well as disconnection and reconnection events. For example, if you've set your low balance threshold at £15.00, you will receive a notification when your active balance reaches this threshold.

When your active balance falls below £0.00, you will have 24 hours to top up before your supply is disconnected. You can cancel the scheduled disconnection by making a payment to bring your balance above £0.00. To reconnect your supply, your active balance will need to be above £0.00. To find out how to reconnect your meter, please [read our guide](#).

To view your active balance breakdown, click on the 'Active balance' box under Account information.



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Ingenuity for Life

Top up Settings Help

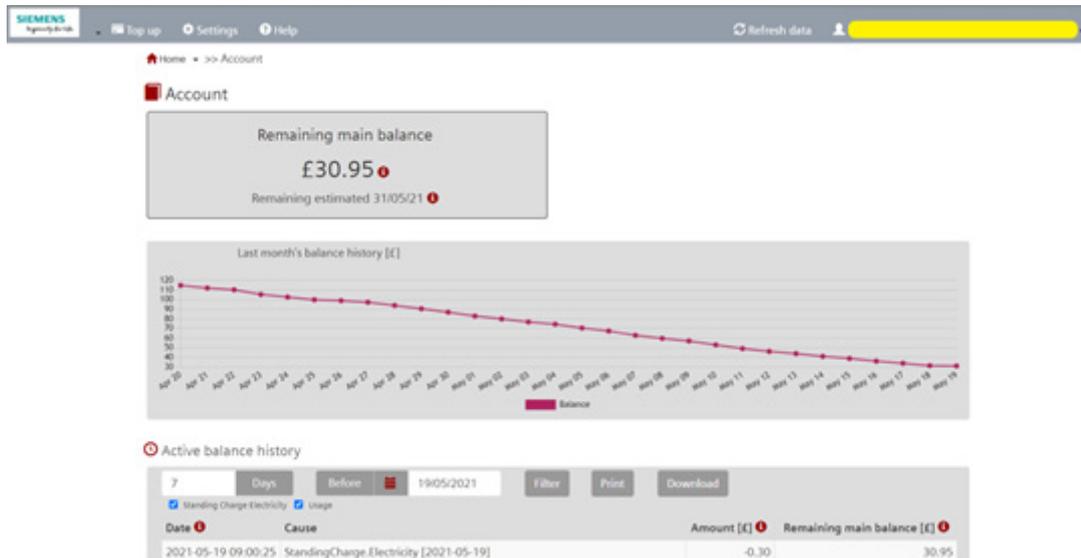
 Account information

Active balance

£30.95 

Remaining estimated 31/05/21 

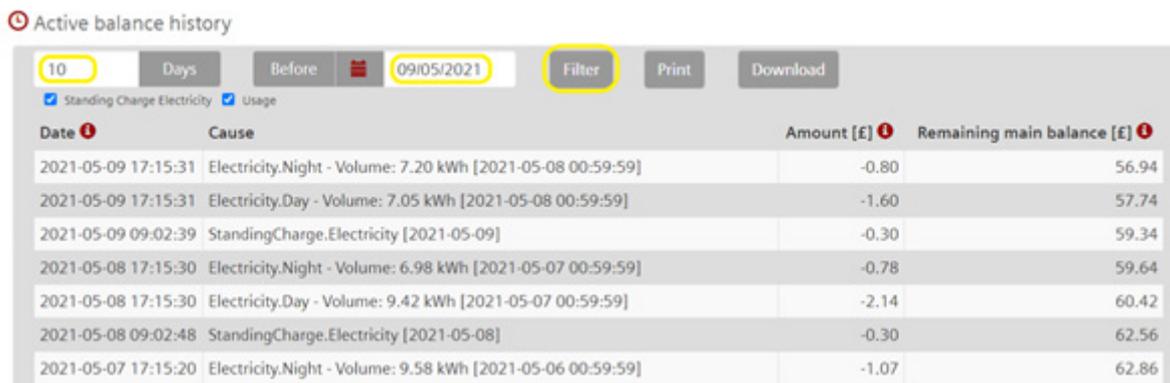
From here you can view your last month's balance history and the charges that have been applied to your account, which can include electricity and/or gas standing charge, electricity and/or gas volume (consumption charges) and, if applicable, daily debt collection.



The screenshot shows the Siemens smart prepayment account interface. At the top, there are navigation links for 'Home', 'Account', 'Settings', and 'Help', along with a 'Refresh data' button and a user profile icon. Below this, the 'Account' section displays the 'Remaining main balance' as £30.95, with a note that it is 'Remaining estimated 31/05/21'. A line graph titled 'Last month's balance history [£]' shows the balance decreasing from approximately £120 on April 20th to £30.95 on May 19th. Below the graph is the 'Active balance history' section, which includes a search bar with '7' entered, a 'Days' dropdown, a 'Before' date of '19/05/2021', and buttons for 'Filter', 'Print', and 'Download'. There are also checkboxes for 'Standing Charge Electricity' and 'Usage'. A table below shows the active balance history with columns for 'Date', 'Cause', 'Amount [£]', and 'Remaining main balance [£]'. The first row shows a charge of -0.30 on 2021-05-19 09:00:25, resulting in a remaining balance of 30.95.

To view charges for a specific period, use the filter options under the active balance history section. Enter a value between 1 and 40 in the Days field, then select the date you want to view from before clicking the filter button.

In the example below, the filter is set to display the charges between 29/04/21 and 09/05/21, which is the 10-day period before 09/05/21.



The screenshot shows the 'Active balance history' section with a filter applied. The 'Days' field is set to '10', the 'Before' date is '09/05/2021', and the 'Filter' button is highlighted. The table below shows the active balance history with columns for 'Date', 'Cause', 'Amount [£]', and 'Remaining main balance [£]'. The table contains 8 rows of data, showing charges for electricity and standing charges.

| Date | Cause | Amount [£] | Remaining main balance [£] |
|---------------------|--|------------|----------------------------|
| 2021-05-09 17:15:31 | Electricity.Night - Volume: 7.20 kWh [2021-05-08 00:59:59] | -0.80 | 56.94 |
| 2021-05-09 17:15:31 | Electricity.Day - Volume: 7.05 kWh [2021-05-08 00:59:59] | -1.60 | 57.74 |
| 2021-05-09 09:02:39 | StandingCharge.Electricity [2021-05-09] | -0.30 | 59.34 |
| 2021-05-08 17:15:30 | Electricity.Night - Volume: 6.98 kWh [2021-05-07 00:59:59] | -0.78 | 59.64 |
| 2021-05-08 17:15:30 | Electricity.Day - Volume: 9.42 kWh [2021-05-07 00:59:59] | -2.14 | 60.42 |
| 2021-05-08 09:02:48 | StandingCharge.Electricity [2021-05-08] | -0.30 | 62.56 |
| 2021-05-07 17:15:20 | Electricity.Night - Volume: 9.58 kWh [2021-05-06 00:59:59] | -1.07 | 62.86 |

You can also print or download the displayed charges.

Debt balance

If an outstanding balance has been loaded onto your smart prepayment account, the debt balance section displays the current value along with your daily repay amount.

The debt balance does not directly impact your supply being disconnected or reconnected. However, the daily repay amount could bring your active balance below £0.00 which would trigger an event to schedule your supply disconnection.

To view your debt balance payments, including your remaining balance and repayment history, click on the 'Debt' box under Account information.



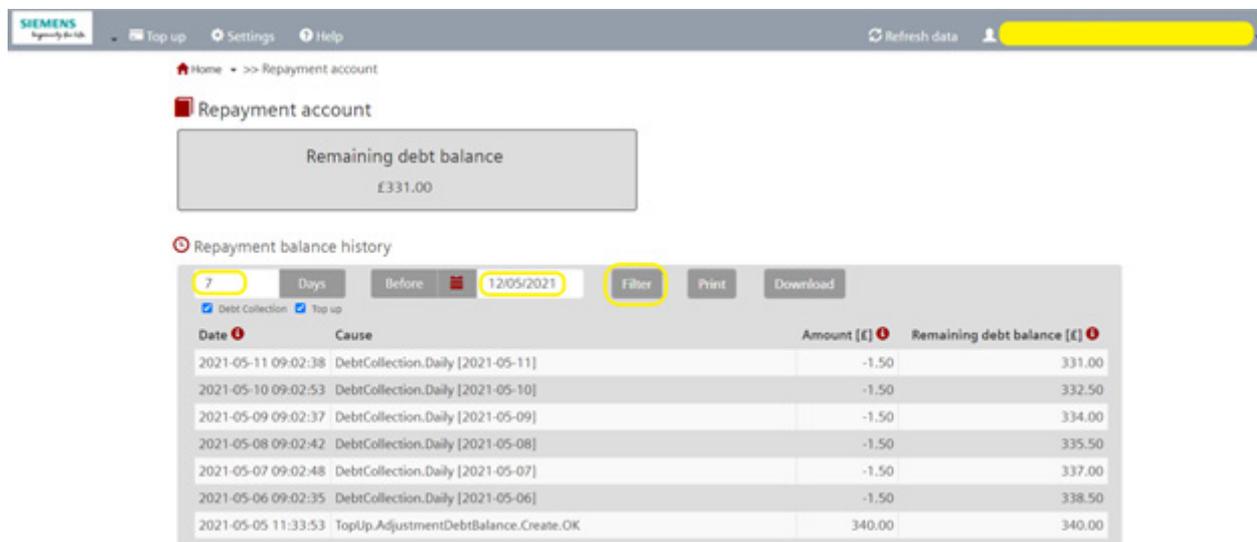
Account information

| | |
|--|---|
| <p>Active balance</p> <p>£12.30</p> <p>Remaining estimated 01/06/21</p> | <p>Debt</p> <p>£331.00</p> <p>Daily repay amount £1.50</p> |
|--|---|

To view repayments for a specific period, use the filter options under the repayment balance history section. Enter a value between 1 and 40 in the Days field, then select the date you want to view from before clicking the filter button.

In the example below, the filter is set to display the charges between 05/05/21 and 12/05/21 which is the 14-day period before 12/05/21.

As this debt balance was created on 05/05/21, you can see the initial debt balance amount, with the repayments being taken off this value.



Repayment account

Remaining debt balance
£331.00

Repayment balance history

7 Days Before 12/05/2021 Filter Print Download

| Date | Cause | Amount [£] | Remaining debt balance [£] |
|---------------------|---------------------------------------|------------|----------------------------|
| 2021-05-11 09:02:38 | DebtCollection.Daily [2021-05-11] | -1.50 | 331.00 |
| 2021-05-10 09:02:53 | DebtCollection.Daily [2021-05-10] | -1.50 | 332.50 |
| 2021-05-09 09:02:37 | DebtCollection.Daily [2021-05-09] | -1.50 | 334.00 |
| 2021-05-08 09:02:42 | DebtCollection.Daily [2021-05-08] | -1.50 | 335.50 |
| 2021-05-07 09:02:48 | DebtCollection.Daily [2021-05-07] | -1.50 | 337.00 |
| 2021-05-06 09:02:35 | DebtCollection.Daily [2021-05-06] | -1.50 | 338.50 |
| 2021-05-05 11:33:53 | TopUp.AdjustmentDebtBalance.Create.OK | 340.00 | 340.00 |

You can also choose to print or download the displayed charges.

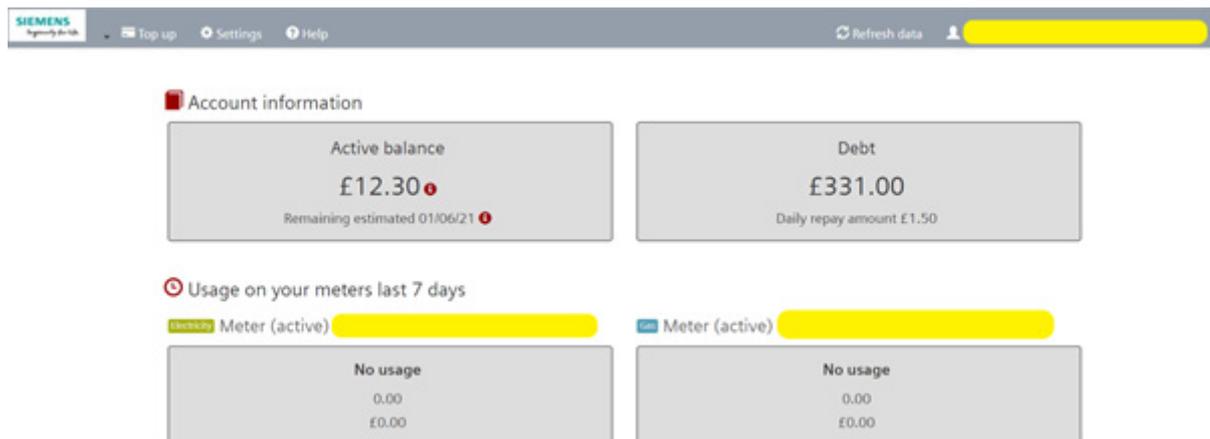
Usage

The usage section on the homepage displays the usage on your meter(s) over the last 7 days. A box for each meter displays the register rates (anytime, day, night), kWh used and how much this has cost.

The usage section doesn't include your daily standing charges and debt repay amount, which make up your total charges, meaning it won't add up to the same amount as your active balance.

View the examples below to see how the usage may be displayed on your online smart prepayment account.

No usage – when your account is first set up, you may not see any usage charges for a couple of days.



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Top up Settings Help Refresh data

Account information

| | |
|---|--|
| Active balance £12.30 <small>Remaining estimated 01/06/21</small> | Debt £331.00 <small>Daily repay amount £1.50</small> |
|---|--|

Usage on your meters last 7 days

Electricity Meter (active)

| |
|----------------------------------|
| No usage 0.00 £0.00 |
|----------------------------------|

Gas Meter (active)

| |
|----------------------------------|
| No usage 0.00 £0.00 |
|----------------------------------|

Dual fuel usage – an account with electricity and gas meters where reads have been received and usage has been calculated. (Anytime – is used for a single register meter)

Usage on your meters last 7 days

Electricity Meter (active)



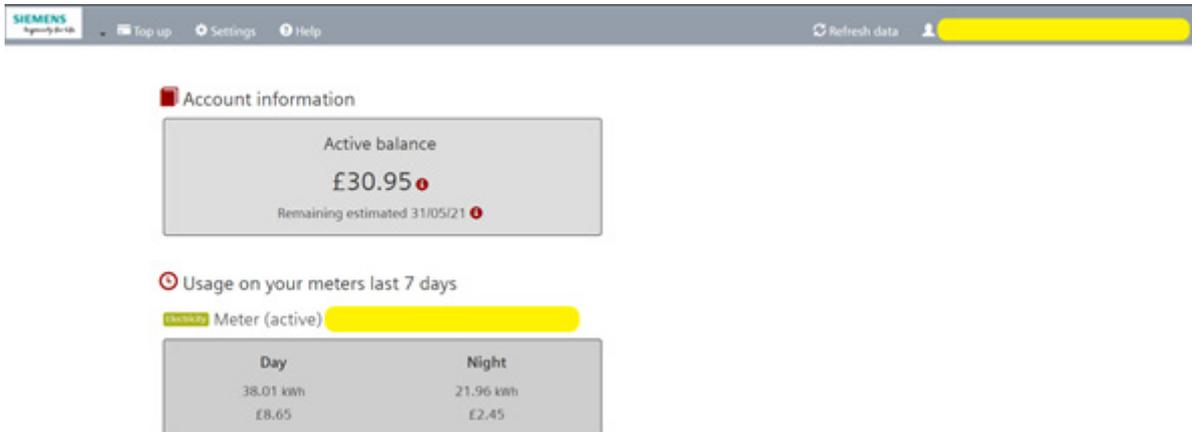
| |
|--------------------------------------|
| Anytime 54.33 kWh £8.99 |
|--------------------------------------|

Gas Meter (active)



| |
|---------------------------------------|
| Anytime 308.73 kWh £9.24 |
|---------------------------------------|

Single fuel usage – an account with an electricity or gas meter where reads have been received and usage has been calculated. (Day and Night – is used for a multiple register meter)



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Top up Settings Help Refresh data

Account information

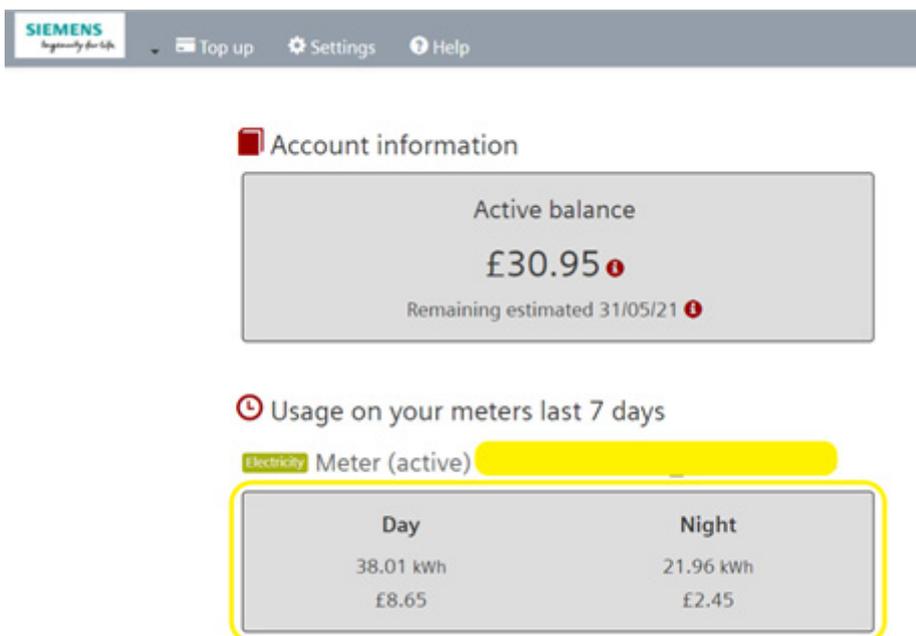
Active balance
£30.95
Remaining estimated 31/05/21

Usage on your meters last 7 days

Electricity Meter (active)

| Day | Night |
|--------------------|--------------------|
| 38.01 kWh £8.65 | 21.96 kWh £2.45 |

To view your usage in more detail, click on the usage box for the meter you would like to look at.



SIEMENS
Legacy for Life

Top up Settings Help

Account information

Active balance
£30.95
Remaining estimated 31/05/21

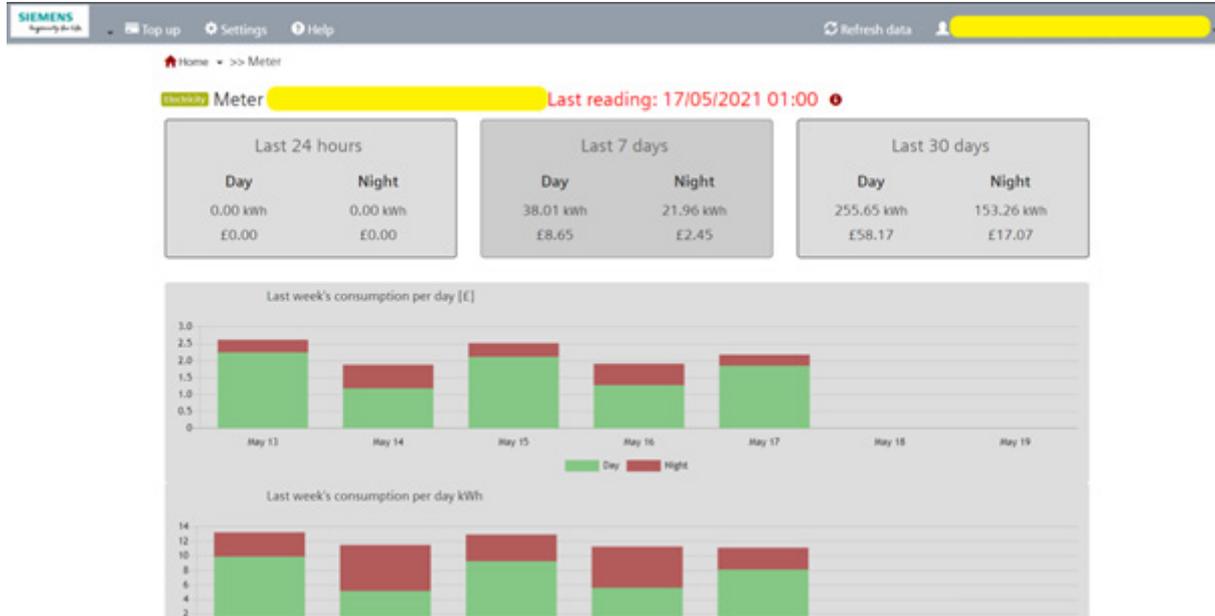
Usage on your meters last 7 days

Electricity Meter (active)

| Day | Night |
|--------------------|--------------------|
| 38.01 kWh £8.65 | 21.96 kWh £2.45 |

From here you can view your consumption charges over the last 24 hours, 7 days, and 30 days. The last reading date is also displayed, which will usually be a day or two behind.

The example below is of a 7-day view, which displays consumption charges per day in £'s and kWh's over the last week.



The 30-day view has been chosen for the below example, displaying your consumption charges per day in £'s and kWh's over the last month. The bars in the graph are a solid colour as there is only one register to display.



Text message smart prepayment services

Understanding the text message only service

If you have only provided a mobile number, you won't be able to access your smart prepayment account online and will have to rely on the text message only service. This means you won't be able to view and manage your account details as easily.

For example, you will be:

- Unable to view account balances and charges – this includes active balance, debt balance, consumption charges, standing charges and any debt repayments.
- Unable to update settings – you will need to contact our team if you wish to update your contact details or notification preferences, or set up automatic or scheduled top-up payments.
- Unable to save your card details – you will need to contact our team when you top-up for the first time. Your card details can then be saved to your account, meaning you will be able to top-up via text message for future payments.

When your account is set up your notification preferences will be set to text message by default. This is to make you receive important information about your account, such as when it is time to top up as a disconnection has been scheduled.

How to top up

You can top up in the three following ways:

- Text message top ups
- Auto or scheduled top up payments
- One-off agent assisted top up

Please note, you will need to contact our team the first time you top up to set up your chosen payment method.

Text message top ups

To top-up via text, you will first need to make a payment so that your card details can be securely saved to your account. If you use the online smart prepayment account, you can do this yourself by using the top up tab on the home page. If you do not have access to your online smart prepayment account you will need to contact our team instead.

Once a payment card has been saved to your account, you can top-up from your phone by sending a text to 07860 088100. Please write 'TOPUP' followed by the amount you wish to pay in the body of your message. For example, if you want to top-up by £10 your text should read 'TOPUP 10'.

Tip: Save the top-up number in your phone, this will make it easier the next time you need to top-up. If you only receive notifications via text, it is important to keep an eye out for any low balance or scheduled disconnection notifications to ensure you top-up in time to avoid any disruption to your energy supply.

Setting up automated payments

If you'd like to pay via regular, automated payments, contact our team to get set up. There two payment options you can choose from: auto or scheduled.

Auto payments

We'll ask you some questions to make sure we set up the right auto payment amount and top up threshold.

Example:

Auto top up threshold: £15.00

Auto top up amount: £10.00

If the above values were chosen, this would mean a payment of £10.00 would be collected every time your account balance falls below £15.00.

Scheduled

This is a timed based top-up payment like a Direct Debit. We'll ask you some questions to set up scheduled payments for the amount and frequency that works for you, starting on a date that you choose.

Example:

Scheduled top up amount: £15.00

Scheduled top up frequency: Days

Scheduled top up period: 7

Next scheduled top up date: 19/05/21

This example would collect a payment of £15.00 on 19/05/21 and every 7 days thereafter.

Example:

Scheduled top up amount: £50.00

Scheduled top up frequency: Months

Scheduled top up period: 1

Next scheduled top up date: 31/05/21

Last day in month: Selected (only available when Months is chosen as the frequency and the next scheduled top-up is on the last day of the month).

This example would collect a payment of £50.00 on 31/05/21 and on the last day of every month thereafter.

One-off agent assisted top up

If the above options are not suitable for you, a member of our team will be able to take a payment from you each time you contact us.

The agent will take the amount you wish to top-up by, ask if you would like to save your card details to the account for future payment and make you aware of our payment terms, which are available online or can be sent as a hardcopy. They will then ask for your card details to complete the transaction and confirm the payment has gone through.

You will only need to provide your card details for your first payment unless you choose not to save the card details to your account for future payments, in which case you will need to provide your card details each time.

Need any help?

If you have any questions about your account or need some support, please get in touch.

For general enquires, please email hello@goodenergy.co.uk. If your query is urgent, please call us on **0345 034 2400** or **0800 254 0022**.