

Smart pay-as-you-go online account guide

As a smart prepayment customer, you will have access to our online account, which you can use to check your balance and make top ups to your meter.

Log in to your online account at <https://smartprepay.goodenergy.co.uk>

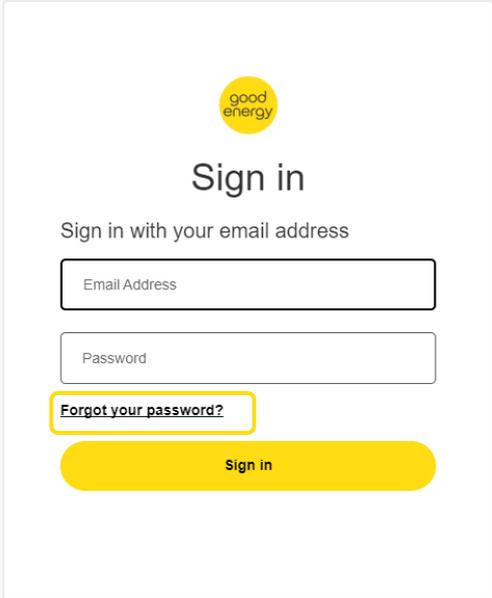
If we have your email address, we'll have sent you details for how to log in to your online account. If we don't have your email address and you would like to register one with us so you can use the online account please email hello@goodenergy.co.uk or call us on **0345 034 2400** or **0800 254 0022**.

Log in

You can access the online account at <https://smartprepay.goodenergy.co.uk>

Click on sign in to smart pre-pay. This will take you to the sign in screen to enter your login details.

If it's your first time logging in, you'll need to click "Forgot your password" and go through the process below to create a new password and set up your account.



good energy

Sign in

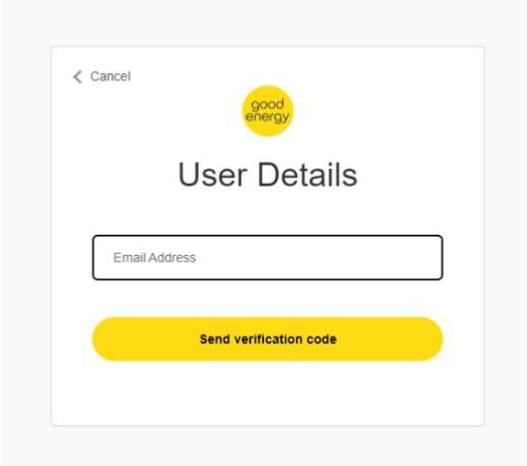
Sign in with your email address

[Forgot your password?](#)

Forgotten password

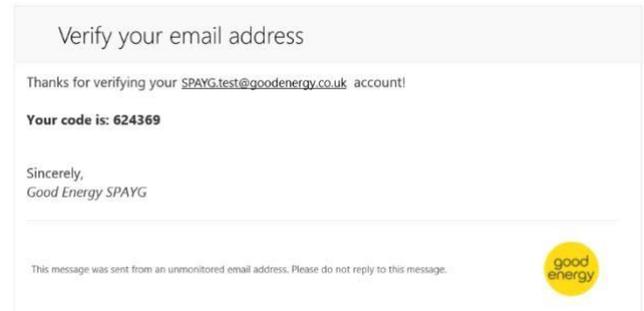
If you've forgotten your password, or are setting your account up for the first time, we need to confirm that it is really you that wants to reset your password to keep your account secure. To do this, we'll ask you enter a code we send you via email.

1. Click "Forgot your password" on the sign in page
2. You'll be asked to confirm your email address.
3. Click 'Send verification code' and you'll be sent an email that contains a code.



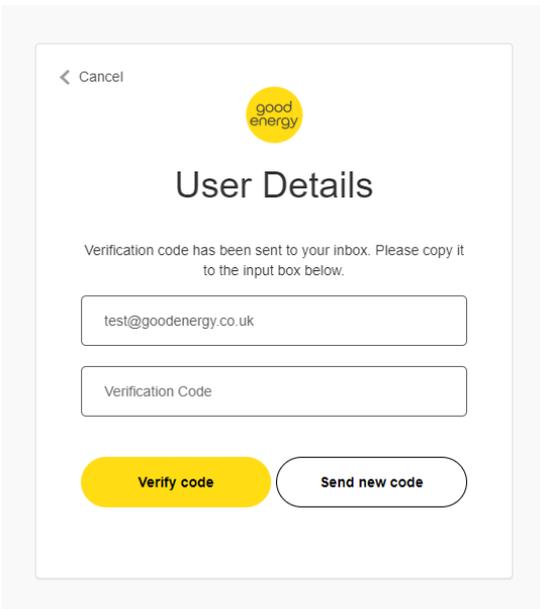
The email will be sent from **Microsoft on behalf of Good Energy SPAYG** and will look like this:

It could take a couple of minutes for this email to come through. If you don't receive it, make sure to check your junk or spam mailbox.



4. Copy the 6 digit number in your email into the "verification code" box on the sign up screen.
5. Click "verify code"
6. If the verification is successful, you'll see the message "e-mail address verified, you can now continue".
7. Click the "continue" button, and you'll be prompted to enter a new password.

If your verification code expires, you can get a new code by clicking "Send new code". You'll receive a new email and code to input into the box to verify your email.



Dashboard

After you've logged in you'll see your dashboard. From here you can, top up, view payment history, and quickly see your electricity and/or gas meter balances and any debt balance.



Welcome Test

Good Energy, Monkton Park Offices, Monkton Park,
Chippenham, SN15 1GH
@goodenergy.co.uk
A-68E9202F

Electricity meter credit

£499.70



As of midnight last night

S/N: SERIAL-ELEC-01
MPAN: 1610023079139

Top-up

Gas meter credit

-£10.00



As of midnight last night

S/N: SERIAL-GAS-01
MPAN: 710254603

Top-up

Electricity Debt

£540.00

Gas Debt

£1,510.00

Total debt balance £2,050.00

View payment history

Get in touch for help



Top up

You can top up your electricity and gas meters separately.

1. Click the 'Top-up' button below the meter you want to top up

2. Enter the amount you'd like to add to the meter.

Remember, your top up needs to cover your energy usage, your daily standing charge, and any debt repayment amounts.

3. After entering the amount you wish to top up, you'll see confirmation of what your meter balance will be after you top up.
4. Enter your card details and confirm your payment by clicking the 'Pay' button

5. You'll see this payment confirmation page if your payment has been successful and the credit added to the meter.



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Electricity Top-up

Serial No: SERIAL-ELEC-01

Current balance

£100.00

Top-up amount

Up to a maximum of £900.00

£ 0

Your electricity balance will be £100.00

Pay by card

Card Number

1234 1234 1234 1234

Expiry Date

MM / YY

CVC

CVC

Pay £0.00



Payment Sent

Amount Paid £10.00.

Your electricity balance is now **£110.00.**

It may take a few minutes until the credit comes through to your meter.

[Return to payments](#)

There are some common errors that can occur during top up:

- Your payment could be unsuccessful. This could be due to insufficient funds in your bank account, or the payment being blocked. Contact your bank and then try again.
- Your payment could be successful, but we can't connect to the meter to apply the credit. This can happen if your meter was disconnected due to your balance running out. To add the credit to your meter, you'll need to input your UTRN top up code onto your meter. You can find this in the text message we send you shortly after top up, on the payment history page, or by calling us.

The UTRN is the Unique Transaction Reference Number, a unique code generated each time you top up. You can use our guide to find out how to enter this onto your meter. Remember, a UTRN can only be used once.

Emergency Credit

What is emergency credit?

If you have a smart prepayments meter and your active balance (the balance which excludes any debt being repaid) falls below £5, you will receive a notification confirming when your gas and/or electricity supply will be disconnected. You should aim to top up using your Smart Prepayment account before that point to stop your supply from disconnecting.

If you are running low and can't top up straight away, your meter(s) has been preloaded with £15 emergency credit per fuel type. This is available from when your balance reaches £5. Any emergency credit you use will need to be repaid. So, when you next top up the amount will be taken from your credit. Make sure you buy enough credit to cover the emergency credit used, your debt payments, and at least £1 of positive credit so that your meter is brought back into a positive 'credit balance' so that you remain on supply during our office opening hours.

Your smart prepayment meter will not disconnect when our offices are closed in case you need support with topping up or reconnecting your meter.

For example, if you run out of credit when our office closes on a Friday, your meter will not disconnect until 10am the following Monday. In this scenario, if you don't top up over the weekend, your usage charges will accrue on your credit balance and you will need to top up enough so that your meter is brought back into a positive credit balance by 10am on Monday so that your supply does not disconnect.

If you run low on credit, your IHD will alert you with an audible alarm and the display will change. Once this happens, follow the steps below to activate your £15 emergency credit.

1. Press 'menu', followed by the E-Credit option. If available. Select electricity, gas or both and press 'OK' to activate.
2. Once you've made your selection, you'll see confirmation on your home screen.
3. Your home screen will also notify you when you begin using your emergency credit. Emergency credit will only be available when your balance runs low. We suggest you only use this option when you're not able to top-up. Don't forget, you can top up at any time using our app.

How to activate your emergency credit via your meter

You can activate it through your Aclara meter:

1. Wait until your balance drops to £5 or less – but before your credit runs out.
2. Press the 'A' button to get to a screen that says 'Emergency Credit Available'
3. Press 'B' to activate your emergency credit

You can activate it through your Secure electricity meter:

1. Wait until your balance drops to £5 or less – but before your credit runs out.
2. Press blue button 'A' to see 'EC Offer'
3. Press blue button 'A' again to activate your emergency credit

You can activate your emergency credit through your Elster electricity meter:

1. Look out for the following message when you're running low on credit:
'Use Emergency Credit.
Accept: Top Button
Reject: Bottom Button'

2. Press the top button to activate your

emergency credit

You can activate it through your Aclara gas meter:

1. Press any button to wake up the display
2. Press right button ('C') to access the menu
3. Press middle button ('B') twice to scroll down to 'Prepayment'
4. Press right button ('C') to select
5. Press middle button ('B') three times to scroll down to 'Emerg. Credit'
6. Press right button ('C') to select
7. Press right button ('C') again to activate your

emergency credit

You can activate it through your Secure gas meter:

1. Press blue button 'A'
2. The display screen will show 'EC Offer' when emergency credit is available
3. Press blue button 'A'
4. Press the 'B' button to activate your emergency credit

You can activate it through your Elster gas meter:

1. Press the right arrow a few times until you see 'Supplier Information'
2. Press the round button in the middle to select
3. The screen will show the message 'Emergency Credit Available'
4. Press the round button in the middle to activate your emergency credit
5. The screen will show the message

'Accepted'

You can activate it through your

Honeywell meter:

1. Pressing B will immediately prompt the meter to ask you to activate EC.
2. Once the balance goes below £5 the EC will flash and the Accept EC Yes /No will appear.
3. Press A to select if you wish to use your emergency credit. The *EC* will then be displayed.