

Important Information About Your Prepayment Account

To help you manage your energy payments, we wanted to share some important information about our service for prepayment meter customers.

What are the advantages of prepayment meters?

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- Rental properties can have smart prepay meters installed allowing for different tenants over time to either pay monthly, or pay by topping up depending on their preference and convenience.
- Our Smart Pay As You Go tariff is the same price as the traditional prepayment tariff – so costs stay the same if you have a smart meter installed. Please note, these costs are lower than pay-monthly.
- You can top up a Smart Pay As You Go meter from home.
- Smart Pay As You Go meters have friendly non-disconnection hours overnight between 4pm and 10am the next day, and run 24 hours during weekends and on bank holidays -meaning no more waiting for the shops to open before you can top up again.
- Additional support is available if something goes wrong which includes the option to call us if you want to top up.
- An In-home Display allows for an easy view of your usage, current balance, activation of £15 emergency credit, and re-enabling your electric supply.
- Includes email and text notifications when your meter has disconnected for 2 hours and when your balance drops below £10 and below £5, as well as having a low balance reminder on your In-Home Display.
- If you're a dual fuel customer, you can top up each meter balance separately, making it easier to track your balance and payments.

What are the disadvantages of prepayment meters?

- There is a risk a meter may be installed in an area where it cannot/struggles to connect to the WAN (wide area network). This means we may not be able to honour the prepayment rates, or you may need to input a code for your meter to register a top-up.
- Smart prepay meters can get disconnected meaning access to supply can be restricted unless customers are eligible for our never disconnect service where the meter will not disconnect if the balances go below £0.
- If you get disconnected, buttons must be pressed on the meter itself to reactivate the supply again.
- Costs cannot be spread out across the year like they can with a credit meter, meaning a credit cannot be built up over summer to be used over winter as easily.
- Bear in mind that even at times when you're not using much energy, your daily standing charge will continue to be deducted from your balance and you will need to have enough credit to cover this.

Pre install information:

- To book a smart meter exchange, please contact us by emailing hello@goodenergy.co.uk or calling freephone 0800 254 022. Please also let us know of any vulnerabilities that you have within your household by signing up to our [Priority Service Register](#).
- We'll check that your area is covered by the smart meter network and is in a suitable location so that it can send us your readings automatically.
- We will book in an appointment date and 4-hour slot with you. The meter exchanges will take around 1 hour per meter.
- A qualified engineer will replace your meter, and only in a location it is safe to do so. For example, if your current meter is in an unsafe or inaccessible location, we will try to move it. If this isn't possible, we won't be able to install a prepayment meter.
- If you want a smart prepayment meter:

- We'll check with you that the meter is in a suitable location for us to connect to it and convert the smart meter into a smart prepayment meter.
- We'll send you information on how to log in online to your smart prepayment account shortly before your smart meter installation.
- It may take a couple of days for your meter to be converted into a smart prepayment meter after the installation. Your supply will be maintained throughout, and we'll let you know when it gets converted into prepayment mode.
- We'll offer you £15 of preloaded credit to be paid back at an agreed recovery rate.
- If you want a credit meter:
 - We'll agree new tariff rates with you. [See our tariff rates.](#)
 - We'll let you know how to pay your bills after your meter exchange.
 - We may not be able to provide a credit meter if you have a debt to repay. Once the debt has been repaid, we'll be in touch to discuss your options for paying for ongoing energy usage.

Post install information:

- You will be supplied with an In-Home Display (IHD) Unit as a part of your smart meter installation. This is a plugged-in device which displays information from your gas and electricity smart meters to make it easier to view your energy usage and see how much you are spending. The costs shown on your IHD include both VAT and standing charges. If you weren't provided with an IHD during your smart meter installation and would like one, please contact us at hello@goodenergy.co.uk or call 0345 034 2400 and we can set you up with a new IHD. View our guide [here](#).
- If you opt for a smart prepayment meter:
 - You'll be able to top up, view your payment and check your credit balance online.
 - Your In-Home Display unit will allow you to view your usage and balance, activate emergency credit, add payments that may not reach the meter manually and reconnect your electricity supply.
 - If you require additional support, you can give us a call if you'd like to top up.
 - Once your meter is in prepayment mode, you'll initially receive 7 working days of 'never disconnect' time so you can get accustomed with topping up online. This means you won't disconnect if your balance falls below £0 during this period. After this period, you'll receive further friendly credit hours on the weekend, bank holidays or between 4pm overnight until 10am the next day on weekdays. This means your meter will not get disconnected from your energy supply whilst we are not open. By 10am the next working day, your meter will need to be topped back up to repay the energy used to maintain your energy supply.
 - You'll also continue to benefit from £15 of emergency credit on your meter which can be activated when your meter credit balance drops below £5. This can be activated on your meter or your In-Home Display Unit.
 - You'll also receive email and text notifications when you reach a meter credit balance of both £10 and £5, as well as an email notification when your meter has been disconnected for 2 hours.
 - We may agree a debt recovery rate with you for any usage not paid for if your meter does not convert into prepayment mode straight away.
- If you opt for a smart prepayment meter:
 - You'll receive monthly bills instead of needing to top up your meter.
 - You'll receive a Direct Debit discount if you pay your bills via Direct Debit.

We will try to contact you to set up an appropriate and sustainable payment plan before installing a smart prepayment meter involuntarily. We align with Ofgem's guidance around installing smart prepayment meters involuntarily, only doing so when certain criteria have been met, and when we and Ofgem consider it to be safe and suitable for the customer. If your prepayment meter was involuntarily installed and you have recently repaid your debt, we will be in touch to discuss your options which may include resetting or exchanging your smart prepayment meter for a credit smart meter.

If you have a traditional prepayment meter or a faulty or unsafe smart prepayment meter, we'll exchange it for you for another smart meter.

We're here to help

If you have any questions or concerns that aren't answered in this letter or on our website, please contact us at hello@goodenergy.co.uk. We're here to help. You can also call us on **0345 034 2400** or freephone **0800 254 0022**.

Our phone lines are open 9am – 5pm Monday to Friday but we also have an emergency line available if you need urgent support outside of these times. Our emergency line is available 24 hours a day 7 days a week

Thank you. Together we are standing up for our world and tackling climate change.

Good Energy