

The admin stuff...





Code of Practice

on Services for Prepayment
Meter Customers



Code of Practice on Services for Prepayment Meter Customers

- ⇒ This simple guide will help you understand the 'Pay As You Go' Click Energy service.

You can find out more about our Prepayment products as well as other ClickEnergy products on our website www.clickenergyni.com or contact us on our Freephone number **0800 1 070 732**.

You can receive a copy of this guide free of charge. Let us know what format you would like to receive the guide in.

- ⇒ **Click PrePay**

Click PrePay makes use of a Pay As You Go meter, which as the name suggests allows you to pay for your electricity as and when you need to i.e. you will not receive any bills. If you choose to have a prepay meter installed we will provide you with instructions (free of charge) on how to operate your meter before it is installed.

You can also view these at www.clickenergyni.com

Please contact us if you need to have these instructions in another language or format such as Braille.

As you don't get a bill Click PrePay customers will be able to view their historical usage via the meter or by logging on to their 'Click Account' at www.clickenergyni.com. In addition you will receive an annual statement from ClickEnergy showing your



usage. The statement will also remind you of the various top up methods available.

➔ Click PrePay Advantages

- No Direct Debits or deposits
- As the name suggests you pay as you go
- No rental or additional charges
- Lots of ways to top up
- Makes budgeting your electricity costs easier

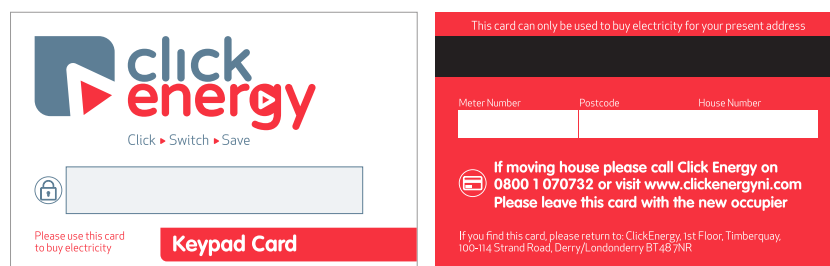
➔ Click PrePay Disadvantages

- Not ideal for customers with medical or other special needs.
- You need to check your meter regularly to ensure you remain in credit.
- Not all homes are suitable for Pay As You Go meters.

Occasionally a keypad meter may not be suitable, because of a customer's individual needs, wiring or meter position. For example, ClickEnergy will not install a keypad meter at any property where a life support system or critical medical care equipment is required. Please contact our customer service team to discuss other payment options available with ClickEnergy.

➔ How to Operate your Click PrePay meter

Every Pay As You Go meter is issued with two plastic top-up cards just like this:



Keep your card safe. However if you lose it, call us on 0800 1 070732 or go to your 'ClickAccount' and request a new card.

⇒ **Buying a Top Up**

ClickEnergy customers have a variety of methods for topping up their electricity:

⇒ **PayPoint** – Take your PrePay card to any shop displaying the PayPoint logo. You can buy any amount of credit from £5 to a maximum of £175 per transaction. You will receive a 20 digit PowerCode. You can check for the nearest PayPoint in your area by calling us between 8am and 8pm Monday to Friday or by visiting www.paypoint.com and entering your Post Code to locate your 5 nearest stores.

⇒ **On-Line at www.clickenergyni.com** – log into your online 'Click Account' anytime and using a debit or credit card purchase any amount from £5 to a maximum of £175. Your power code will be displayed, and can also be emailed and / or text to you at your request.

⇒ **Phone** – Call our 24 hour automated top-up number on **0800 1 070 733** and using your keypad card and debit/credit card purchase any amount from £10 to a maximum of £175. Your power code will be called out, and can also be emailed and / or text to you at your request.

Customers should be aware that different suppliers provide different top-up options. If you are switching Supplier, please assess your vending options before



completing your changeover, to ensure that the most suitable top-up options for your needs are still available.

⇒ **Topping Up your Meter**

Go to your meter and press “*” (star) button once on the keypad. The message “Key Code” will be displayed.

Key in all digits of your 20 digit PowerCode. If you enter a wrong digit press the “*” (star) button to go back.

Once all 20 digits are entered press the “#” (hash) button. The message “Sending” will be displayed. After a few seconds one of the following messages will be displayed:

- ⇒ **Accepted** – you will hear a ‘happy’ tone. The Top Up amount will appear, followed by “Account” and the total credit on the meter.
- ⇒ **Rejected** – you will hear a ‘sad’ tone followed by one of the fault messages below. If this happens wait until the fault message clears and start again.
- ⇒ **Duplicate** – you have entered this PowerCode before and cannot use it again
- ⇒ **Incorrect** – the PowerCode has been keyed incorrectly or is for another property
- ⇒ **Error** – you have missed a number or entered the PowerCode too slowly
- ⇒ **Kblock** – the PowerCode has been entered incorrectly five times in a row
- ⇒ **Wrong Tar** – the price of electricity has changed



and you must enter the special 40 or 60 digit code

- ⇒ **CreditHI** – you have too much credit on your meter - the maximum allowed is £1000.

⇒ **How to use your PrePay Keypad Meter**

“*” Press this before entering top-up codes

“#” Press this after entering top-up codes

“#” Press this to see the amount of credit left

- 1 Credit time left in days, based on the last week's usage
- 2 Cost of previous day's, week and month's usage (press repeatedly to display consecutive information)
- 3 Unit rates and number of units used
For Economy 7 keypads this button will be used to assess the unit rates for Domestic (DL), Central Heating (CH), Hot Water (HW) and also the Standing Charge rate per day
- 4 The last 5 Power Codes entered
- 5 Total money entered into meter
- 6 Electricity being used currently in kilowatts
Pressing 6 allows you to assess how much electricity you're using right now. By switching appliances on and off, you can assess how the amount of energy being used changes.
- 7 Standing charge repayment rates per day (if applicable)
For Economy 7 keypads this button will be used to assess the 'Central Heating Indicator'
- 8 Highest consumption in any half hour period in the last day and when it took place
For Economy 7 keypads this button will be used to assess the 'Hot Water Indicator'
- 9 Total units used
- 0 Display test, time and date



⇒ **Running out of Credit**

When your credit reduces to £1 (£2 for Economy 7) you will hear a low volume warning sound for two minutes. Press any button to turn it off. The warning sound will be repeated every 30 minutes (but not between 10pm and 11am) until a button is pressed.

⇒ **Emergency Credit**

Turning off the low credit warning sound automatically gives you £1 emergency credit. If you don't turn it off your supply will switch off. Should this happen simply press any button and your £1 emergency credit will be applied and the supply will come on after a few seconds.

Please note that the next time you buy electricity, the amount of Emergency Credit used will be deducted from your balance.

⇒ **Friendly Credit**

To give you time to top up friendly credit is given automatically on:

⇒ **Weekdays** – if your emergency credit runs out after 4pm, Monday to Thursday, the supply will stay on until 11am the following day.

⇒ **Weekends** – if your emergency credit runs out after 4pm on a Friday the supply will stay on until 11am¹ the following Monday.

⇒ **Holidays** – Friendly Credit will not run out on any of the following dates and your supply will stay on until 11am¹ the following working day

1st January

17th March

¹ All times stated are GMT. Please add one hour during summer time.



12th July
25th December

Please note that the next time you buy electricity, the amount of Friendly Credit used will be deducted from your balance.

⇒ **Standing Charges**

All customers with a Pay as You Go meter have a daily standing charge. Every day the amount of the standing charge is deducted from your credit.

If you are away from home for a period of time standing charges will continue to be deducted from your meter. Please ensure you have enough credit on your meter at all times.

⇒ **Other Information for Pay As You Go Customers Moving House?**

Don't top up more than you need to when you are making arrangements to move house. We are unable to refund you for any unused credit left on the meter when you move. If you need any further information contact our customer service team on Freephone **0800 1 070 732**.

Price Changes

⇒ You will receive written notification of any impending price changes at least 21 days' in advance. The change of rate code will be issued between 7 and 21 days before any tariff change. If you have any questions regarding the proposed changes please give us a call or contact us using any of these methods:

- Phone **0800 1 070 732**
- Email **chat@clickenergyni.com**



- **Online** – You can contact us by visiting your Click Account section of our website www.clickenergyni.com or by using our Live Chat functionality
- **Post** – Customer Service Team, ClickEnergy, Timberquay, 100-114 Strand Road, Derry, BT48 7NR

Your PowerCode will normally consist of 20 digits. However when a price change occurs the next time you purchase a top up you will get a special 40 or 60 digit PowerCode. This will credit your meter with your top-up amount while updating it with the new tariff. However the new tariff will not take effect until the date announced by ClickEnergy in its correspondence with you.

You will receive written notification of any impending price changes at least 21 days' in advance. The change of rate code will be issued between 7 and 21 days before any tariff change.

Debt Management

A prepayment meter can be used to help you manage a debt. The meter can be set up to automatically deduct a percentage of each top up as agreed with ClickEnergy.

If you have debt, a percentage of each Top-Up you buy goes towards reducing the debt until it is cleared. We will send you a statement of your debt annually or you can call us on **0800 1 070 732** to request an updated debt balance.



The recoup value relating to keypad debt will be assessed along with your ability to repay before being added to your meter. If you have difficulties making your repayments or purchasing electricity top-ups, please contact us immediately on **0800 1 070 732** and speak to one of our advisors for assistance.

Upon request, our team can also provide you with an estimate as to how long it will take for full debt repayment (based on your payment history), as well as additional information showing how the debt recovery level has been calculated, if required.

Please be aware, you can call our Customer Service Team on **0800 1 070 732** to make ad-hoc debit card payments to reduce your keypad debt (with no extra charge for paying by card). This may be particularly relevant during the summer months, when your usage and recoup amounts will be lower than usual, or if your circumstances change to allow you to make additional repayments.

➔ **Removal / Resetting of Meter**

From time to time your meter may need to be removed or reset. These changes are carried out by NIE Networks. We will ensure any requirement to remove or reset your meter is forwarded to NIE Networks within 5 days. NIE Networks will contact you directly to arrange access and to carry out the removal or resetting of the meter on a suitable mutually-agreed date, usually within 15 days. If there is any doubt over the agreed timeframes, you can contact NIE Networks directly on **03457 643 643** or view NIE Networks' guaranteed standards at www.nie.co.uk/help-advice/customer-standards



Any credit on your meter at the time of removal or resetting will be transferred to your new meter.

⇒ **Change in Circumstances**

If your circumstances change, then please contact us to discuss your metering requirements as sometimes a prepayment meter may not be appropriate or you may need to have it located to a more accessible location or where appropriate and reasonably practicable we will provide special controls and adapters.

For example if you have someone of a pensionable age, disabled or chronically sick living with you we need to ensure that you are capable of using any metering technology that is provided safely and that you can access the meter and any of the appropriate top up channels to purchase your top ups.

If we become aware that an existing PrePay customer is having difficulty using their meter or accessing top-up facilities, we will work with the customer to make alternative arrangements for payment.

⇒ **Refunds**

If you move house or change from a prepayment meter to credit meter we will refund you any balance on your meter. Simply contact us to arrange the refund.

⇒ **Any Other Queries**

For any other issues, queries, complaints or if you need to have instructions on how to operate your prepayment meter in a different language or another format please contact ClickEnergy as below:



- Phone **0800 1 070 732**
- Email **chat@clickenergyni.com**
- **Online** – You can contact us by visiting your Click Account section of our website **www.clickenergyni.com** or by using our Live Chat functionality
- **Post** – Customer Service Team, ClickEnergy, Timberquay, 100-114 Strand Road, Derry, BT48 7NR

➔ **Emergencies**

In an emergency, you should contact NIE Networks directly on **03457 643 643** to report any urgent meter faults and / or request emergency assistance.

If you are in any doubt as to whether or not your problem is urgent, call our Customer Service Team for assistance on **0800 1 070 732** between 8am and 8pm, Monday to Friday. Otherwise, call NIE Networks.



Follow us on Facebook:

@ClickEnergy NI

Follow us on Twitter:

@clickenergychat