

## 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 8am) until a button is pressed.

## Emergency Credit

When you turn the low-credit warning sound off you will automatically get £1 emergency credit. If you have not turned the warning sound off your supply will switch off. Should this happen simply press any button and your £1 emergency credit will come on after a few seconds.

## What if my Emergency Credit runs out?

To give you enough time to buy a 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 \*8am the following day.

**Weekends** - if your emergency credit runs out after 4pm on a Friday, the supply will stay on until \*8am the following Monday.

**Holidays** - Friendly Credit will **not** run out on any of the following dates and your supply will stay on until \*8am the following working day: 1st January, 17 March, 12 July & 25 December.

\* 11am with Economy 7 and for other tariffs on request

Remember the next time you buy electricity, the amount of Emergency Credit and Friendly Credit used will be deducted from your balance.

**All times stated are GMT – please add 1 hour during Summer Time**

## Moving House?

Remember not to top-up more than you need when you are making arrangements to move house. This will avoid unused credit being left on your keypad.

## Electricity price changes

Powercodes usually have 20-digits. However when you buy a top-up after a change in electricity prices you will be given a special 40 or 60-digit Powercode. This will credit your Keypad meter with your top-up amount **plus** update it with the new price details. This usually happens only once a year.

## Customers with arrears (previous charges)

If you have any arrears, a percentage of each top-up you buy goes towards reducing the arrears until they are cleared. You will be sent an annual account statement and we will inform you when all the arrears have been cleared.

**It is therefore important to use the correct plastic card and Premise Number. Otherwise you may end up paying off someone else's arrears.**

## Using electricity wisely

Your Keypad meter allows you to check how much electricity you are using.

### Button 1

This tells you the 'number of days credit' left, based on the last week's usage. This is just a guide as you may use more or less electricity week by week. **REMEMBER** when your meter is first installed it will be one week before this display is accurate.

### Button 2

Pressing this several times tells you how much electricity you used yesterday, last week and last month. Most meters store up to 13 months data.

### Button 6

This tells you how much electricity you are using now in kilowatts. You can then work out what each appliance uses. One kilowatt uses one unit of electricity over one hour.

By pressing Button 6 again some meters also display your consumption in £s and pence.

### Energy saving advice

For free energy saving advice call The Energy Saving Trust at **0800 512 012** or visit their website at **www.est.org.uk**

## Customer Helpline

**08457 455 455**      **www.nieenergy.co.uk**

Lines open 8am-8pm Mon-Fri & 9am-1pm Sat.

Calls recorded for quality assurance

**Out of hours Faults call 08457 643 643**



# Using your Pay-as-you-go Keypad Meter

with the compliments of NIE Energy Limited



## Important Information

You will be given a plastic card with your Keypad meter which contains your Premise Number. You will need these to buy your electricity top-ups.

Never use the plastic card or Premise Number from another property. If you do not have the correct plastic card or Premise Number, please call our Customer Helpline.

If you do not use the correct card or Premise Number, you may end up paying off someone else's arrears (see note overleaf).

## Buying top-ups

You can buy electricity top-ups in multiples of £1 (from £5 up to £175):

- at any Post Office or shop displaying a Payzone or PayPoint sign (from £5)
- from our Customer Helpline on **08457 455 455** (Automated service, 24 hours a day, from £15)
- Online at [www.nieenergy.co.uk](http://www.nieenergy.co.uk) (from £15)



## Getting started

When you buy a top-up you will be given a Powercode (usually a 20 digit number)

### Step 1

Press the **\*** button once on the keypad. The message Key Code will be displayed.

### Step 2

Key in all digits of your Powercode. If you enter a wrong digit press the **\*** button to go back.

### Step 3

Once all 20-digits are entered press the **#** 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 - see note on arrears overleaf.

**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 from Step 1.

**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-digit Powercode - see note on price changes overleaf.

**CreditHI** - you have too much credit on your meter. Wait a few days and try again.

## Keypad Buttons Explained

- \*** Press this before entering Powercodes
- #** Press this after entering Powercodes
- #** Press this to see the amount of credit left
- 1** Credit time left in days
- 2** Cost of previous day's, week's, month's use
- 3** Unit rates and number of units used - see note below
- 4** The last five Powercodes entered
- 5** Total money entered into meter
- 6** Electricity being used presently in kilowatts
- 7** Standing charge repayment rates per day if applicable - see note below
- 8** Highest consumption in any half-hour in last 24hrs and when it occurred - see note below
- 9** Total units used
- 0** Display test, time and date

### For Economy 7 Keypads:

**Button 3** - Unit rates DL (Domestic), CH (Central Heating) and HW (Hot Water). Also Standing Charge rate per day.  
**Button 7** - Central Heating Indicator  
**Button 8** - Hot Water Indicator

