



Prepayment meters

We recommend you keep this leaflet
in case of questions in the future.



What is a prepayment meter?

Prepayment meters require you to top up credit in advance for the energy you use, allowing you to customise your usage and control costs.

Often, prepayment meters are seen as a last option, but we believe they can be the first step to taking control of your finances and energy usage.

We want to highlight the secret (not so secret) benefits that come with a prepayment meter and answer some questions you may have about your meter.

What are the benefits?

You are in control

With a prepayment meter, you will have peace of mind that your spending and energy usage is in your hands. As financial circumstances often change week to week and month to month, you can decide when you pay and how much.

Tariffs stay the same

Our tariff options are the same for all customers and do not cost more if you use a prepayment meter. Our **Super Economy 12 low-rate times** are also available– meaning you can use your appliances for less!

The standing charge is exactly the same too. Rather than paying for this in a lump sum, it is taken regularly through the meter.

Help reduce carbon emissions through monitoring usage

You can track your energy consumption by monitoring the on-screen balance of the meter. Allowing you to make informed decisions to decrease consumption, while saving money and reducing carbon emissions.

Emergency credit

Emergency credit is like an overdraft, designed to provide a temporary power supply when your credit balance is low. Emergency credit can be activated by pressing the button under the meter when the credit is below **£2.00**. If the orange light is flashing, the emergency credit is available.

If you activate the Emergency Credit, an additional **£10.00** will be made available, allowing the electricity supply to continue.

Friendly times

If you have run out of credit and shops are closed– don't worry. Topping up is sometimes required at inconvenient times, however, we have “friendly times”, so you don't need to worry about the lights going off when the shops are closed. If credit runs out before the friendly time period starts, you will need to press the emergency credit button or top up. Any electricity used during this period will be deducted from the balance of the next top up.

Please note: If you have run out of credit and used all of your emergency credit, meaning your supply is off before the friendly times start, the friendly times will not work.

Our friendly times

Monday–Thursday from 4:30pm–9am
Friday from 4:30pm through Saturday and Sunday until Monday 9am
(Bank holidays are included)



Useful information

What do the orange and red LEDs mean?

Prepayment meters will show a variation of orange and red LEDs. Each light signals if emergency credit is available to use, is being used or no credit is left on the meter.

The LEDs will appear within the area labelled “1” in the image shown.

E/credit = Emergency credit (Orange LED)

No credit = Out of credit (Red LED)

LED meanings

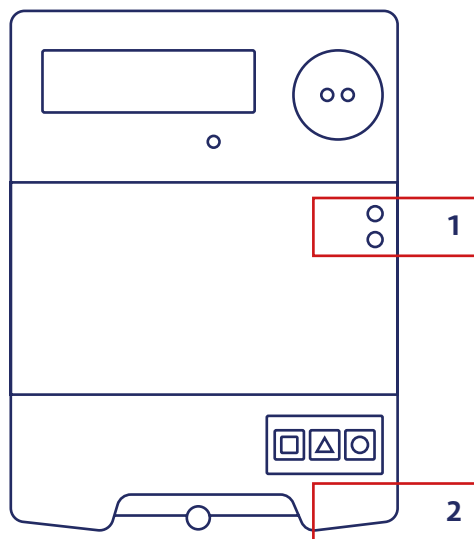
Flashing orange LED emergency credit of £10.00 is available – can press Emergency credit button.

Solid orange LED emergency credit is being used.

Solid red LED No credit – no supply.

Where is the emergency credit button?

You can activate emergency credit by pressing the green button found underneath ‘Reconnect’. The area of the button is labelled “2” within the image shown.



Debit or credit balance?

Knowing if you have a debit balance or credit balance is simple, yet not always easy to spot!

On the main display of your prepayment meter, you will see an initial balance. This balance will either show a credit or debit balance on your account.

How to spot the difference

A debit balance will always have a minus sign before it and a red light will be present, whereas a credit balance will not, as indicated in the image shown.

The display

The meter display alternates between:

- The current rate and the balance reading.
- Emergency credit, if activated.

When displaying the balance the meter shows if you are:



If you owe a debt as part of your prepayment meter agreement – how is it deducted?

The debt is deducted gradually in small amounts rather than all at once.

For example, if you owe £20 per week your meter will take roughly 18p off every 90 minutes. This way, your debt is gradually paid off without a big impact on your balance. When the prepayment meter account is set up, Guernsey Electricity will set this rate to be deducted as agreed with the customer.

How to spend less

Average customers on a Super Economy 12 tariff use 48% of their electricity during low-rate times and 52% during normal rate. We recommend this as a benchmark for your home and will confirm your actual percentages on the back of your statement. Try to use some appliances during low-rate times, reducing costs significantly.

Unlock the power of the night and switch on key appliances such as dishwashers, washing machines or tumble dryers from 11pm–5am!

This not only saves you money, but also significantly reduces the additional demand on fossil-fuels needed by the Vale Power Station’s diesel generators.



Topping up your meter

Topping up a prepayment meter is simple! When it is time to top up, you can visit one of our convenient locations below.

Jeffreys Garage

Morrisons Daily – The Bridge

Braye Road Garage – Vale

Checkers Xpress – Landes du Marche

Checkers Xpress – Collings Road

Co-op Locale – The Market

Co-op En Route – Forest

Scan the QR code to watch our handy 'How To' video.



Loading credit onto the meter

Hold your prepayment card on the meter. The meter will indicate if credit has been added through 'beeping' sounds.

- One initial 'beep' when card is held to the meter.
- If followed by two quick 'beeps', credit has been successfully added to the prepayment meter and the new credit balance will show on the main display, the top up process is complete.
- If followed by one prolonged 'beep', this may indicate that the card has been taken away too fast, so we suggest to wait 30 seconds and try again.
- If the one prolonged 'beep' continues this may indicate something is wrong with the meter.
- If "CERR" followed by a number appears on the main display, it indicates that there is an error. We advise you to give us a call, quoting the error code number.

Struggling to pay your bills?

There are several financial help services available through charities in Guernsey.

Guernsey Welfare Service

Guernsey Welfare Service supports households on low incomes by offering help through its foodbank and (subject to certain conditions) with vouchers towards food and heating costs. It can also offer support with budgeting and other household matters.

Please contact them on **07839 724300**, via the website <https://guernseywelfare.com> or Facebook Messenger – Guernsey Welfare Service. They offer a non-judgmental, confidential service.

Income Support

Income Support is a means tested benefit that can offer financial support and assistance with medical costs.

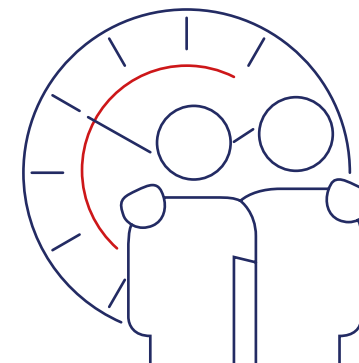
Please call on **221 000** or email incomesupport@gov.gg for more information.

Citizens Advice

Citizens Advice offers a free and confidential advice service. Their trained Generalist Advisers can provide information and advice on almost any subject.

In addition, they have trained Money Advisers who are able to help people with budgeting or negotiation on unmanageable debt.

Please call on **242 266** or to check if you need to book an appointment please contact them to find out options for visiting their office.



**POWERING
LIFE FOR LESS**



Top 5

energy consuming home appliances



See how much your
appliances might be
costing you.



Tumble Dryer
3,000 Watts

Try dryer balls
for a faster dry



Electric Shower
10,500 Watts

Use a few minutes
less each day



Washing Machine
2,500 Watts

Run overnight during
low-rate times



Plug-in Heater
3,000 Watts

Only use when
absolutely necessary



Dishwasher
1,500 Watts

Eco Modes save
electricity & water

Check your low-rate times on the back of your bill.



This leaflet has been printed
on 100% recycled paper.

Please dispose after use in your clear recycling bag.



www.electricity.gg



customer@electricity.gg



01481 200700