

Using your keypad meter card



0345 601 9093



sse
Airtricity

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Welcome to SSE Airtricity

Thank you for switching to an SSE Airtricity keypad meter. No bills to worry about - simply pay as you go. You can see how much electricity you use by accessing the information from your keypad meter.





Important information

As an SSE Airtricity customer, you'll be given a keypad meter card when you switch to us. This contains your unique keypad meter number which is linked specifically to your meter. You'll need this keypad meter number or card to purchase your electricity vend codes.

If you don't use the correct keypad card number, you will not be able to use the vend code in your meter. If you don't have the correct SSE Airtricity keypad card or unique keypad meter number, please call our Customer Service Team on 0345 601 9093.

Getting started

When you buy a vend you will be issued with a code (this code is usually 20 digits)

- Step 1: Press the  button once.
The message 'Key Code' will be displayed.
- Step 2: Key in all digits of your vend code. If you enter a wrong digit press the  button to go back.
- Step 3: Once all 20-digits are entered press the hash button #. 'Message Sending' will be displayed. After a few seconds one of the following messages will appear:

Accepted: you will hear a 'happy' tone. The vend 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 please wait until the fault message clears and start again from Step 1.

Duplicate: you have entered this vend code before and cannot use it again.

Incorrect: the vend code has been keyed in incorrectly or is for another property.

Error: you have missed a digit or entered the vend code too slowly.

KB Lock: the vend code has been entered incorrectly five times in a row. You'll be locked out for 30 seconds

Wrong Tar: the price of electricity has changed and you must enter the special 60-digit vend code – see page 10, note on price changes.

CreditHI: you have too much credit on your meter. Please wait a few days and try again.

Keypad buttons explained

- ⌘ Press this before entering the vend codes
- # Press this after entering the vend codes
- # Press this to see the amount of credit left
- 1 Credit value left in days
- 2 Price for usage yesterday, the last week and last month.
- 3 Unit rates and number of units used, current time and date
- 4 The last five vend codes entered
- 5 Total money entered into the meter
- 6 Electricity currently being used in kilowatts
- 7 Standing charge repayment rates per day if applicable
- 8 Highest consumption in any half-hour in last 24hrs and when it occurred
- 9 Total units used
- 0 Display test, time and date

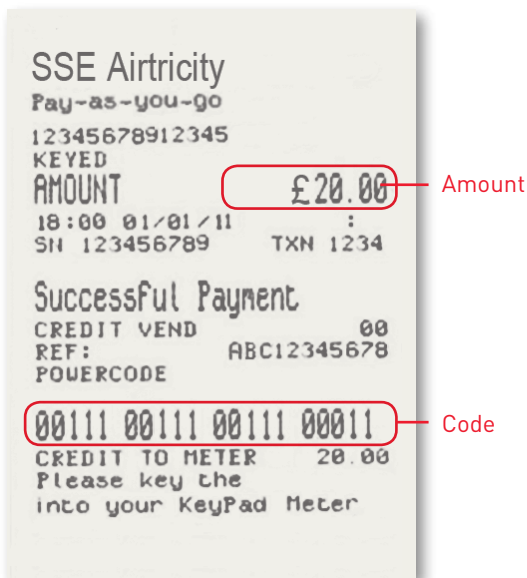
For Economy 7 keypads:

- 3 (in a circle as above) Unit rates DL (Domestic), CH (Central Heating) and HW (Hot Water).
- 3 Standing charge rate per day.
- 7 (in a circle as above) Central Heating Indicator
- 8 (in a circle as above) Hot Water Indicator

Vend codes

Buying vend codes

You can buy an electricity vend code in multiples of £1 (from £5 - £175). Your vend code is usually 20 digits.



Customer Service



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Vend codes

Where can I buy SSE Airtricity vend codes?

1. You can top up online at sseaairtricity.com
2. You can view and download the list of approved PayPoint payment outlets online at: www.paypoint.co.uk/locator.aspx
3. You can call our Customer Service Team on 0345 601 9093 to purchase a vend code.

Please note that when you switch supplier, the outlets you can use to buy top ups may change from the outlets you use with your current supplier. You can visit the helpcentre at sseaairtricity.com for full payment options.

What should I do if I lose my vend code?

- If you lose your vend code before typing it into the meter, you can ring our Customer Service Team on 0345 601 9093 and we will re-issue the code to you, free of charge.
- You will need to have your keypad meter number to hand when you call.
- Alternatively, you can visit your PayPoint agent who will re-issue you with your last receipt free of charge.

Credit

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 to 11am) 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.

Friendly credit

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 11am the following day.

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

Holidays – Friendly credit will not run out on any Public / Bank Holidays and your supply will stay on until 11am* the following working day.

*Please add 1 hour during summer time.

Remember the next time you buy electricity, the amount of emergency credit and friendly credit used will be deducted from your balance.

Useful information

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

- 1 This tells you number of days credit left on the meter, based on the last week's usage. This is just a guide as your usage may change week by week. Remember when your meter is first installed it will be one week before this display is accurate.
- 2 Pressing the 2 button several times tells you how much electricity you used yesterday, last week and last month. Most meters store up to 13 months of data.
- 6 By pressing button 6 twice, some meters also display your consumption in pounds and pence.



Useful information

Moving house?

Remember not to top up more than you need if you are planning on moving property. This will avoid unused credit being left on your keypad meter.

What happens when the electricity price changes?

Vend codes usually have 20 digits. However, if there is a price change, you will be issued with a 40 or 60 digit code. This will credit your meter with your top up amount plus update the new price details. This code will be available 21 days before the price change.

What if I have previous arrears on my account?

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

Code of Practice

We have a Code of Practice on Services for Prepayment Meter Customers that sets out the service, advice and assistance we may be able to offer you. For full details visit sseairtricity.com/uk/home

Suitability of keypad meter

If you believe your circumstances have changed and that your keypad meter is no longer suitable for your needs, please contact us on 0345 601 9093.

Useful contact information

If you've any questions, we're here to help Monday to Friday, 8am to 8pm by calling us on 0345 601 9093.



Call
0345 601 9093

Our webchat service is available Monday to Friday from 8am to 8pm and Saturday and Sunday, 10am to 6pm.



Webchat
sseairtricity.com

You can also send us an email:



Email
customerservice@sseairtricity.com

By post

Alternatively you can contact us by post:

Customer Service

SSE Airtricity Energy Supply (NI) Limited,

3rd Floor Millennium House,

19 – 25 Great Victoria Street,

Belfast,

BT2 7AQ.

Emergency

If you have any problems with supply you should contact NIE Networks on 03457 643 643.



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