

Prepayment Meter User Guide



☎ 0345 601 9093

 **sse**
Airtricity
The Right Kind of Energy

Welcome to SSE Airtricity

Thank you for switching to an SSE Airtricity prepayment meter. No bills to worry about - simply pay as you go.



Important information




You'll be given a **keypad card** when you switch to SSE Airtricity.

This contains your unique **keypad premise number (KPN)** which is assigned to your meter. This number is important, you'll need it every time you buy a top-up for your meter.

If you don't have the correct SSE Airtricity keypad card or keypad premise number, please call us on **0345 601 9093**.

Getting started

When you buy a top-up you will be issued with a power 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 power code. If you enter a wrong digit press the  button to go back.
- Step 3:** Once all 20-digits are entered press the  button. 'Sending' will be displayed. After a few seconds you should hear a happy tone indicating that the code has been accepted. The top-up amount will appear, followed by 'Account' and the total credit on the meter.

If there's an issue with your power code you'll hear a 'sad' tone followed by one of the fault messages below:

- **Duplicate:** You have entered this code before and cannot use it again.
- **Incorrect:** The power code has been keyed in incorrectly or is for another property.
- **Error:** You have missed a digit or entered the power code too slowly.
- **KB Lock:** The power 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 40/60-digit power code – see page 7, note on electricity price changes.
- **CreditHI:** You have too much credit on your meter. Please wait a few days and try again.

If a fault message displays please wait until this clears and start again from Step 1.

Keypad buttons explained

- ① * Press ***** before entering the power code.
- ② # Press **#** to see credit balance.
- ③ 1 Press **1** to see average credit value left in days, based on the last week's usage. This is a guide as usage may change week by week.
- ④ 2 Press **2** once for credit used: previous day. Press **2** several times for electricity used: previous day, previous week, previous month.
- ⑤ 3 Press **3** for unit rates and number of units used, current time and date.
- ⑥ 4 Press **4** for the last five power codes entered.
- ⑦ 5 Press **5** for total money entered into the meter.
- ⑧ 6 Press **6** once for electricity currently being used in kilowatts. Press **6** twice for electricity currently being used in pounds and pence.
- ⑨ 7 Press **7** for standing charge repayment rates per day if applicable.
- ⑩ 8 Press **8** to identify the highest consumption in any half-hour in last 24hrs and when it occurred.
- ⑪ 9 Press **9** for total units used.
- ⑫ 0 Press **0** to display test, time and date.

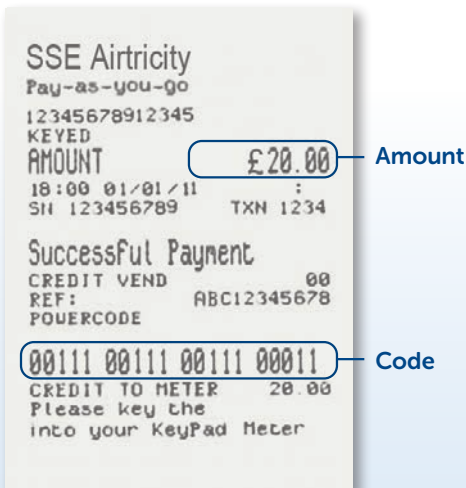
For Economy 7 keypads:

- ③ 3 Press **3** for DL (Domestic), CH (Central Heating and HW (Hot Water) unit rates.
- ⑦ 7 Press **7** for Central Heating Indicator.
- ⑧ 8 Press **8** for Hot Water Indicator.

Topping Up

Buying power codes

You can buy an electricity power code in multiples of £1 between £5 and £175. Your power code is usually 20 digits.



Ways to top-up

1. Online at **sseairtricity.com**
2. You can top up at any time through your mobile phone. Download the SSE Airtricity App today. To learn more visit **sseairtricity.com/MobileApp**
3. At any Post Office, PayPoint outlet or Payzone outlet in Northern Ireland.
4. Call our Customer Service Team on **0345 601 9093** to purchase a top-up.

What should I do if I lose my power code?

- If you lose your power 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.
- Alternatively, you can visit your PayPoint or Payzone outlet where you purchased the top-up and they 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.

Friendly Credit

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

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

Holidays - If you run into friendly credit on: 1 January, 17 March, 12 July or 25 December, the supply will stay on until 11am* the following working day.

* Depending on the meter type, friendly credit may end at 10am. (Please add 1 hour during summertime)

Emergency Credit

If you run out of credit outside of the hours listed in friendly credit, you'll start to use the emergency credit. Emergency credit is set at £3 to allow time for you to purchase more credit.

When the emergency credit has run out the supply to your premise will disconnect.

The next time you top up, the amount of emergency and friendly credit you have used will firstly be deducted from your top up balance.

Useful information

Moving house?

Please call us if you are changing address and require a refund of the remaining credit on your meter. This will be issued within 10 working days from the date that the refund is requested.

What happens when the electricity price changes?

Power 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 when entered, plus update the new price details from the effective price change date. This code will be available 20 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, this would have been agreed with you before the prepaid meter installation. You will be sent an annual account statement and we will inform you when all the arrears have been cleared. We'll always aim to help support you to manage your repayments. If you find this rate difficult to manage once applied, please get in touch with us and we'll work together to find a plan that is more suitable for you.

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 www.sseairtricity.com

Suitability of prepayment meter

If you believe your circumstances have changed and that your prepayment 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 6.30pm:



Call us **0345 601 9093**

Our webchat service is available Monday to Friday 8am to 6.30pm and Saturdays, 10am to 6pm



Chat online **sseairtricity.com**

You can also send us an email:



customerserviceni@sse.com

Alternatively you can contact us by post:

Customer Service
SSE Airtricity Energy Supply (NI) Limited,
3rd Floor Millennium House, 25 Great Victoria Street,
Belfast, BT2 7AQ.

Emergency contact

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



03457 643 643

Address:

Northern Ireland Electricity (NIE) Networks,
120 Malone Road, Belfast, BT9 5HT.

