

Using your Smart Pay As You Go electricity meter



Smart Pay
As You Go

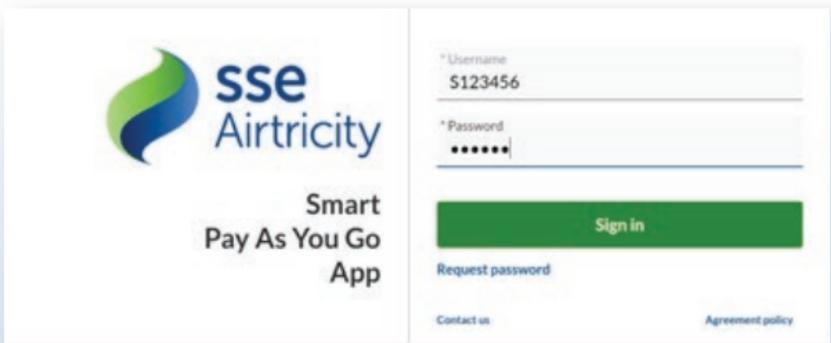
Welcome

Thank you for choosing SSE Airtricity as your Smart Pay As You Go electricity provider. Your Smart Pay As You Go plan allows you to pay for your electricity in advance and provides the information you need to easily track your daily energy consumption and decide when and how to top up. Say goodbye to unexpected bills and hello to peace of mind with multiple top-up options through our Smart Pay As You Go app, online, or at any Payzone outlet.

Getting started

When your Smart Pay As You Go account is set up, you'll receive an email to advise you that your account has been activated. This email will have your login details and password instructions for your online account. You'll need the same login details to activate your Smart Pay As You Go meter app.

Please note that these login details could take up to 14 days to be generated but you'll receive the email as soon as they are ready.

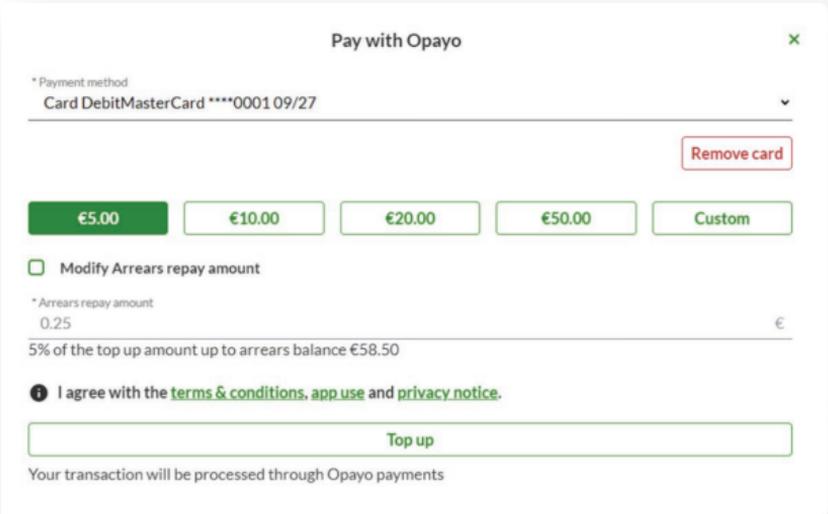


The screenshot shows the login interface for the SSE Airtricity Smart Pay As You Go App. On the left, the SSE Airtricity logo is displayed above the text "Smart Pay As You Go App". On the right, there are two input fields: "Username" with the value "S123456" and "Password" with masked characters "*****". Below these fields is a green "Sign in" button. Underneath the button is a link for "Request password". At the bottom of the form, there are links for "Contact us" and "Agreement policy".

Where can I buy top-ups?

1. Your online account: at sseairtricityspayg.com

You can also set up regular top-ups by saving your credit or debit card details to your online account. You can remove or edit your card details at any time.



The screenshot shows the 'Pay with Opayo' interface. At the top, it says 'Pay with Opayo' with a close button (X). Below that, the payment method is listed as 'Card Debit MasterCard ****0001 09/27'. There is a 'Remove card' button. Below the payment method, there are five buttons for top-up amounts: €5.00 (highlighted in green), €10.00, €20.00, €50.00, and Custom. There is a checkbox for 'Modify Arrears repay amount' which is currently unchecked. Below that, the arrears repay amount is shown as 0.25. A note states '5% of the top up amount up to arrears balance €58.50'. There is a checkbox for 'I agree with the terms & conditions, app use and privacy notice.' Below that is a 'Top up' button. At the bottom, it says 'Your transaction will be processed through Opayo payments'.

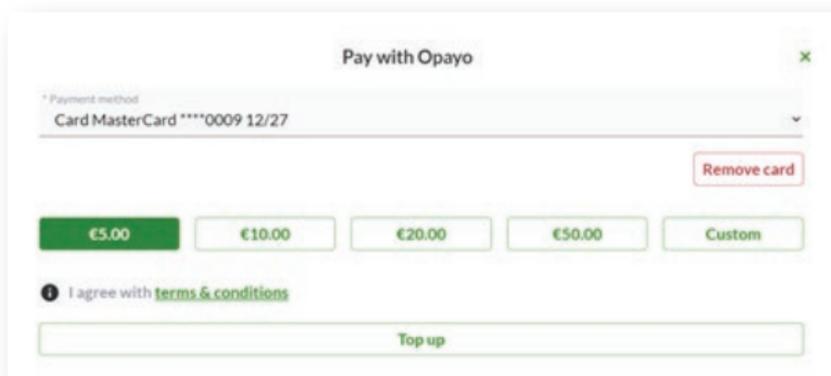
2. SSE Airtricity Smart Pay As You Go app: You can complete once-off top-ups or set up regular top-ups by saving your credit or debit card details in your app. You can remove or edit your card details at any time.

3. Payzone outlets: When registering with us, you'll be issued a Smart Pay As You Go card. When you top up with this card, credit will automatically go to your Smart Pay As You Go meter after 10 minutes. You can top up in Payzone outlets nationwide with this card. View the approved Payzone outlets online at payzone.ie/outlets.

If you need a new Smart Pay As You Go card, please get in touch with our Customer Service Team on **0818 81 22 20**; we'll send one to you free of charge. Meanwhile, you can top up through your online account or Smart Pay As You Go app.

How to top up online

- 1 Login to your SSE Airtricity Smart Pay As You Go app or online account.
- 2 Select the Top-up option (in green) on the top right corner.
- 3 Select a payment method and add your payment details.
- 4 Select a top-up amount.
- 5 Once your payment is successful, your account will have your top-up applied.



Pay with Opayo

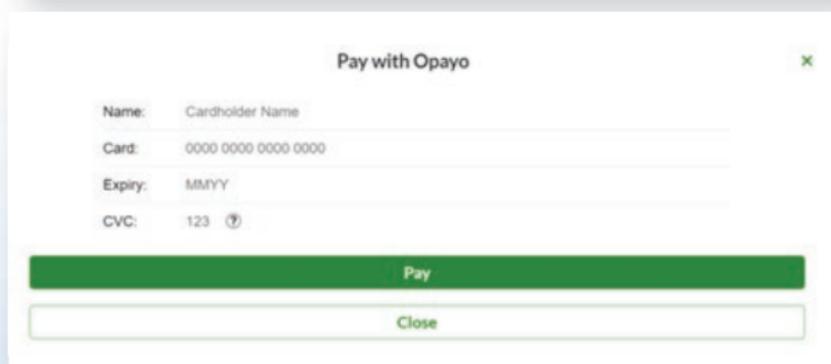
* Payment method
Card MasterCard ****0009 12/27

Remove card

€5.00 €10.00 €20.00 €50.00 Custom

I agree with [terms & conditions](#)

Top up



Pay with Opayo

Name: Cardholder Name

Card: 0000 0000 0000 0000

Expiry: MMYY

CVC: 123

Pay

Close

The minimum top-up is €5, and the maximum amount you can hold in your wallet is €300. For example, if you have a credit balance of €10, the maximum top-up allowed will be €290.

Credit

Need more credit?

To help avoid running out of credit, you can set a **low balance** threshold that, when reached, prompts you to top up. You can receive **stay-connected** notifications via email, SMS, or app notifications. Initially, when your credit reduces to €10, you'll receive an email and SMS notification. You can change your low balance threshold and SMS and push notifications settings in 'Settings' through the Smart Pay As You Go app or through your online account. Notifications will always be sent by email.

Account Statements Arrears Meter Help Top up

Notifications

* Email Mobile number

Example: +421903123456

Notifications via

- Email
- SMS
- Push message

Notification delay

Non contact start time 00 ▼ 00

Non contact end time 07 ▼ 00

Override duration 02:00

Emergency credit^^

You can avail of €20 emergency credit through the Smart Pay As You Go app or your online account once your balance is €10 or less.

Statements Arrears Meter Help Top up

Account information

S0060039 (Smart Prepaid)

€10.00
Current balance

€0.00
Arrears

€0.00
Daily repayment amount

Repayment is set to 10% of recharge value

€20.00
Remaining emergency credit

22/01/2025
Credit end date

Friendly credit^^

If your emergency credit runs out, we'll automatically apply a friendly credit amount to keep your supply on during the hours below. Remember to top up before the friendly credit time runs out, or your electricity will disconnect.

Friendly credit hours:

Weekdays: If emergency credit runs out after 4pm*, Monday through Thursday, the supply will stay on until 9am* the following day.

Weekends: If emergency credit runs out after 4pm* on a Friday, the supply will stay on until 9am* the following Monday.

Public Holidays: Friendly credit won't run out on 1 January, 17 March, 24, 25, 26, and 31 December. The electricity supply will stay on until **9am*** on a bank holiday Monday.

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

***Add 1 hour during summertime.**

Standing charges

Even if you're away from your premises for some time, standing charges and other charges will continue to be deducted from your meter credit. You can check your applicable standing charges on sseairtricity.com. Please ensure you always have enough credit on your meter to cover these charges.

Moving?

Please call us if you are changing address and require a refund of the remaining credit on your meter. We will issue the refund within ten working days from the date you request it.

What if I have previous arrears on my account?

If you have any arrears, a percentage (which we will agree with you) of each top-up you buy will reduce the arrears until the balance is cleared. We'll send you a statement of your arrears every four months. To discuss your arrears, please get in touch.

How can I make an extra payment towards my arrears balance?

The top-up screen offers options to modify the repayment amount for just one top-up or to pay the total arrears balance.

The screenshot shows the 'Pay with Opayo' interface. At the top, it says 'Pay with Opayo' with a close button (X). Below that, the payment method is listed as 'Card DebitMasterCard ****000109/27'. There is a 'Remove card' button. Below the payment method, there are five buttons for top-up amounts: €5.00 (highlighted in green), €10.00, €20.00, €50.00, and Custom. Below these buttons, there is a checkbox labeled 'Modify Arrears repay amount'. Underneath the checkbox, it says '* Arrears repay amount' followed by '0.25' and a Euro symbol (€). Below that, it says '5% of the top up amount up to arrears balance €58.50'. There is a small information icon (i) followed by the text 'I agree with the terms & conditions, app use and privacy notice.' At the bottom, there is a large green button labeled 'Top up'. Below the button, it says 'Your transaction will be processed through Opayo payments'.

1. To modify one top-up repayment amount:

Select the top-up amount you want to pay and tick the box for "modify arrears repay amount." You can select the amount from the top-up towards the arrears balance.

2. To pay the arrears in full: Type in the full arrears amount as your 'arrears repay balance' and select top-up. For example, if your arrears balance is €100, modify the repay amount to €100 and select the top-up amount of €100. None of the €100 top-up would go towards your active balance, but your arrears would be paid in full.

Download our free SSE Airtricity Smart Pay As You Go App

Access will
be available
when you
receive your
login details

Your electricity account is in the palm of your hand. It's even easier to take control of your electricity and manage your electricity account from anywhere, at any time:



Flexible top-ups – top up at the touch of a button or choose to schedule or automate payments.



Check your balance and see how many days of credit you have left without leaving the couch.



Energy insights – monitor your daily energy usage and spending from your app.



Balance notifications – remind you when you need to top up



Download on the
App Store



GET IT ON
Google Play



Find out more about
Smart Pay As You Go

Useful contact information

If you've any questions,
we're here to help.



Phone us on 0818 81 22 20

Monday to Friday, 8am to 6:30pm



Message us online at **sseairtricity.com**

webchat service is available Monday to Friday 8am – 6:30pm and Saturdays 10am – 6pm



By post

Customer Service

SSE Airtricity,

Red Oak South,

South County Business Park,

Leopardstown,

Dublin 18,

D18 W688.



Emergency

If you have any problems with supply,
you should contact ESB Networks on

1800 372 999.

SAFETY WARNING: As the disconnection and reconnection of electricity may now be performed remotely, it's essential that you ensure your home, office or site is always treated as live and connected.

ROI-SPAYG-ElecUserGuide-V1



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