Using your pay as you go electricity meter

Freedom

SECURE

R29

Electricity Pay As You Go Card

sse Airtricity
This is **Generation Green**

0818 81 22 20

sse Airtricity
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Welcome

Thank you for switching to SSE Airtricity pay as you go electricity. Your pay as you go meter gives you all the information you need to see how much electricity you use.

This card can only be used to buy electricity for your current address.
If moving house please call SSE Airtricity on **0818 40 40 70**.
Please leave this card for the new occupier.

If found plea
SSE Airtricity, F
Leopardstown

Printed on 100

Electricity Pay As You Go Card

Important information

Keep your SSE Airtricity pay as you go meter card safe. This contains your unique Keypad Premise Number (KPN) which is linked to your pay as you go meter. You'll need your pay as you go card or Keypad Premise Number to buy your electricity top ups.

If you don't use the correct pay as you go card number, you will not be able to use the top up code in your meter.

If you don't have the correct SSE Airtricity pay as you go card, please call our Customer Service Team on 0818 81 22 20 and we can issue you with your Keypad Premise Number and re-issue a new card free of charge.

Getting started

When you buy a top up 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 top up 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 #. 'Sending' will be displayed. After a few seconds one of the following messages will appear:

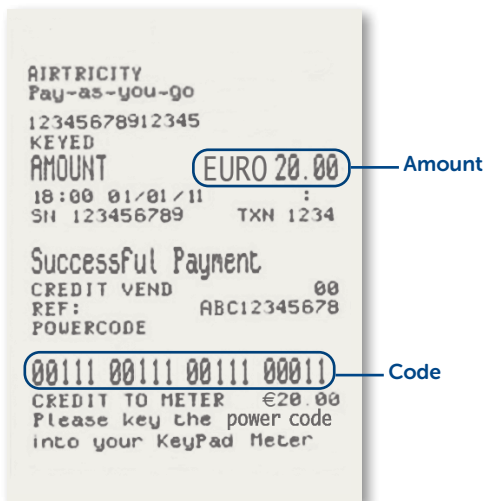|	
Accepted:	You will hear a 'happy' tone. The top up amount will appear, followed by 'Account' and the total credit on the meter.
Rejected:	You will hear a 'sad' tone followed by one of the fault messages below. If this happens please wait until the fault message clears and start again from Step 1.
Duplicate:	You have entered this top up code before and cannot use it again.
Incorrect:	The top up code has been keyed in incorrectly or is for another property.
Error:	You have missed a digit or entered the top up code too slowly.
KB Lock:	The top up 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 or 60-digit top up code – see page 7 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 **★** before entering the top up code

(#) Press **#** after entering the top up code

(1) Press **1** to see credit remaining in euro and estimated days left of usage.

(2) Press **2** for usage cost yesterday, the last week, the last month and the last 12 months.

(3) Press **3** for unit rates and number of units used, current time and date.

(4) Press **4** for last five top up codes entered.

(5) Press **5** to show total money that has been entered into the meter.

(6) Press **6** for electricity currently being used in kilowatts and the cost per hour.

(7) Press **7** for standing charge and repayment rates per day, if applicable.

(8) Press **8** for highest daily consumption figure and the date and time it occurred.

(9) Press **9** for total units used.

(0) Press **0** for screen display test.

Top ups

You can buy an electricity top up in any euro amount between €10 to €100. When you buy a top up you will be issued with a code. This code is usually 20 digits.

```
AIRTRICITY
Pay-as-you-go
12345678912345
KEYED
AMOUNT          (EURO 20.00)  ———— Amount
18:00 01/01/11          :
SN 123456789    TXN 1234

Successful Payment
CREDIT VEND              00
REF:           ABC12345678
POWERCODE

(00111 00111 00111 00111)  ———— Code
CREDIT TO METER    €20.00
Please key the power code
into your KeyPad Meter
```

Where can I buy SSE Airtricity top ups?

1. You can top up online at sseairtricity.com

2. You can also make payments at Payzone. You can view and download the list of approved Payzone payment outlets online at: www.payzone.ie/outlets

3. You can top up at any time through your mobile phone. Download the SSE Airtricity App today. To learn more visit sseairtricity.com/MobileApp

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 help centre at sseairtricity.com for full payment options.

Credit

Running out of credit?

When your credit reduces to €2 you will hear a low volume warning sound for two minutes. Press the **zero button** to turn it off. The warning sound will be repeated every 30 minutes (but not between 4pm and 9am*) until a button is pressed.

Emergency Credit

When you turn the low credit warning sound off you will automatically get €20 emergency credit. If you have not turned the warning sound off your supply will switch off. Should this happen simply press the **zero button** and your €20 emergency credit will come on after a few seconds.

Friendly Credit

When your emergency credit runs out, we will automatically apply a friendly credit amount to keep your supply on during certain hours. **Please remember to top up before the credit time runs out or your electricity will disconnect.** 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 9am* the following day.

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

Holidays – Friendly credit will not run out on the following Public holidays: 1 January , 17 March, 24, 25, 26 & 31 December. Electricity supply will stay on until 9am* on a bank holiday Monday.

*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.

Important information on standing charges

If you are away from your premises for a period of time, standing charges and other charges will continue to be deducted from your meter credit. You can check your applicable standing charges on www.sseairtricity.com. Please ensure you have enough credit on your meter at all times.

Useful Information

Moving Premises?

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?

Top up 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.

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 goes towards reducing the arrears until the balance is cleared. We will send you a statement of your arrears every four months. If you need to discuss your arrears please get in touch.

What should I do if I lose my top up code before keying it into my meter?

If you lose your top up code before keying it into your meter, you can replace it by:

Calling our Customer Service Team on **0818 81 22 20,**

or

Bringing your pay as you go card or Keypad Premise Number (KPN) to the Payzone outlet where your payment was made.

Your last top up code will then be re-issued free of charge.

Useful contact information

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

Call us 0818 81 22 20

Our webchat service is available Monday to Friday 10am - 6pm

Chat online sseairtricity.com

You can also send us an email:

customerservice@sseairtricity.com

By post

Alternatively you can contact us 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