

Managing your Prepayment Meter through the Coronavirus Outbreak – 31 March 2020

Ofgem, the power company regulator, has written to all power suppliers, saying it expects them to:

"take proactive measures to support prepayment meter customers, including customers in vulnerable circumstances".

Advice for All Tenants with Prepayment Meters

It's a good idea to build up some credit if you can, so you are prepared in case you, or someone in your household, becomes ill and you all have to self-isolate and to minimise visits to the shops.

If you are struggling to pay for power contact your supplier as soon as possible

Ways to top up your prepayment meter if you are self-isolating.

Different energy suppliers will have their own ways of dealing with this, which can include:

- **Smart meter top up**
you can do this online using the usual process. If you are struggling financially due to working restrictions, your energy supplier may be able to top up your meter if it is an emergency situation.
- **Electricity key or gas card top up**
you can pay your supplier directly by phone and they will then send a special code to a pay-point near to you. This code can then be picked up by family or friends. If you don't have anyone who can do this for you, your supplier may be able to send a key or card to your home that will allow you to top up.

Priority Service Register: Are you or is anyone in your household vulnerable?

If you or anyone in your household has any underlying health conditions, you should also contact your energy supplier to let them know. They will add you to the Priority Service Register, which will give you extra support should you need it.

Power Supplier Contact Information

If you are self-isolating, you should contact your energy company as soon as you become aware of an issue to do with your prepay meter, as some of the solutions above can take a few days.

The main energy suppliers and their contact details are listed below. Many of these suppliers have a live chat option on their website.

SSE

0345 026 2658 – Customer service

0345 071 9852 – Priority service

sse.co.uk

EDF

0333 200 5100

www.edfenergy.com

Utilita

0345 2068 333

utilita.co.uk

Bulb

0300 3030635

bulb.co.uk**Scottish Power**

0800 0270072

community.scottishpower.co.uk/**Scottish/ British Gas**

0220 100 0303

<https://www.britishgas.co.uk/>**OVO**

0330 102 7517

forum.ovoenergy.com/**Npower**

0330 100 3000

www.npower.com

text phone 0800 413 016

EON

0345 303 3040

www.eonenergy.com

More information is available on the Money Saving Expert website including contact details for other suppliers not listed above

<https://www.moneysavingexpert.com/news/2020/03/energy-firms-move-to-help-customers-unable-to-top-up-due-to-coro/>

Citizens Advice Scotland (CAB)

CAB can also provide useful advice and assistance, especially during these difficult times - [Citizens Advice Scotland](http://www.citizensadvice.scot.nhs.uk/)