

ShareTM
energy



Friendly and
emergency credit

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Friendly and emergency credit

If the balance on your Prepayment Meter drops to £1 (or £2 for those using Economy7), it will produce a soft beep for 2 minutes.

You can silence this alert by pressing any key on the meter's keypad. Should you choose not to deactivate the beep, it will recur at half-hourly intervals from 11:00am to 10:00pm. Once your credit is depleted, your service will be disconnected.

Friendly credit

Should your emergency credit be exhausted, we will automatically provide you with friendly credit to ensure your supply remains active until the following times:

- 11:00am the following day if your credit depletes after 4:00pm from Monday to Thursday
- 11:00am on Monday if your credit depletes after 4:00pm on a Friday, or at any time during the weekend
- 11:00am the following day if your credit depletes on these holidays: 1st January, 17th March, 12th July, & 25th December

Please note, the times mentioned are based on Winter time. For Summer time, add one hour, for instance, 12:00pm the next day if your credit runs out after 5:00pm from Monday to Thursday. Your service will be disconnected once the friendly credit expires.

It's important to top-up before the friendly credit period ends to avoid disconnection of your electricity.

Emergency credit

Once you press the button to silence the warning sound, you'll automatically receive £3 Emergency credit.

Paying back Emergency and Friendly credit

When you top up after utilizing Emergency or Friendly credit, the amount used will be subtracted from your new top-up amount. It's essential to keep this in mind to ensure your

account balance reflects the correct available credit after repayment.

