



Code of Practice on  
**Services for prepayment  
meter customers**

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## Services for prepayment customers

With a prepayment meter, you can pay for your electricity as and when you need it. Payments can be made either online at share-energy.com or via the Share Energy app. You can also pay at any PayPoint terminal.

You'll receive a code (normally 20 digits) each time you purchase a top-up. You must enter this code into your meter to receive your electricity. Please be aware that should you change supplier, your top-up options may vary.

You'll never get a bill with a prepayment meter, just an annual statement. However, if you have the Share Energy app, you can check your top-up history and meter details at any time.

Like everything in life, it has its advantages and disadvantages.

### Advantages

- No more bills
- Only pay for the electricity you use
- Multiple ways to top-up
- Budget and monitor your usage easier

### Disadvantages

- Prepayment meters may not be suitable for customers with medical or special needs
- Need to check meter regularly to ensure it stays topped up

Please note that Share Energy will not install a prepayment meter in a household where a life support system or critical care medical equipment is needed.

### 1.1. How to operate your Prepayment Meter

Share Energy will give you a plastic Top-up card. This will detail the premise number needed to buy top-ups. This number can only be used for topping up your property.

Having purchased a top up, you should have received a 20 digit top-up code. To receive your electricity, press the “\*”

button once on the Prepayment Meter. The message ‘Key Code’ will be displayed. Key in all digits of your code. Take your time. If you enter a wrong digit, simply press the “\*” button to go back. Once all 20-digits are entered press the “#” button. The message ‘Sending’ will be displayed. After a few seconds one of the following messages will be displayed:

- **Accepted** - you will hear a ‘happy’ tone. The top-up amount will appear, followed by ‘Account’ and the total credit on the meter - see note on arrears overleaf.
- **Rejected** - you will hear a ‘sad’ tone followed by one of the fault messages below. If this happens 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 incorrectly or is for another property.
- **Error** - you have missed a number or entered the top-up code too slowly.
- **Kblock** - the top-up code has been entered incorrectly five times in a row.
- **Wrong Tar** - the price of electricity has changed and you must enter the special 40-digit top-up code - see note on price changes overleaf.
- **CreditHI** - you have too much credit on your meter. Wait a few days and try again.

### Your Prepayment Meter has a number of other useful functions that can help you:

- “\*” Press this before entering top-up codes
- “#” Press this after entering top-up codes
- “#” Press this to see the amount of credit left
- **Press 1** - Credit time left in days, based on the last week’s usage
- **Press 2** - Cost of previous day, week and month’s usage (press repeatedly to display consecutive information)
- **Press 3** - Unit rates and number of units used. For Economy 7 Prepayment Meters this button will be used to assess the

unit rates for Domestic (DL), Central Heating (CH), Hot Water (HW) and the Standing Charge rate per day

- **Press 4** – The last 5 top-up codes entered
- **Press 5** – Total money entered into meter
- **Press 6** – Electricity being used currently in kilowatts. Pressing 6 allows you to assess how much electricity you're using right now. By switching appliances on and off, you can assess how the amount of energy being used changes.
- **Press 7** – Standing charge repayment rates per day (if applicable). For Economy 7 Prepayment Meters this button will be used to assess the 'Central Heating Indicator'
- **Press 8** – Highest consumption in any half-hour period in the last day and when it took place. For Economy 7 Prepayment Meters this button will be used to assess the 'Hot Water Indicator'
- **Press 9** – Total units used
- **Press 0** – Display test, time and date

If you are experiencing difficulty using your Prepayment Meter, accessing top up facilities, or if you're struggling to pay, contact us on **0808 304 9870** and we will work with you to resolve your issue.

## 1.2. Where to top-up

Buying a top-up couldn't be easier and there are no additional charges.

- Download the Share Energy App for iPhone and Android
- Online at [www.share-energy.com](http://www.share-energy.com)
- At any Paypoint

The minimum top-up is £10 and the maximum is £175. Top-ups can be made in increments of £1. Please be aware if you change supplier, your vending options may change.

## 1.3. Emergency credit

When your credit is low, a warning will sound for 2 mins at low volume. Turning the low-credit warning sound off will automatically add £5 emergency credit to your prepayment meter. If you do not turn the warning sound off, your supply will switch off.

Should this happen, simply press any button and your £5 emergency credit will come back on after a few seconds.

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 11am the following day.

- **Weekends** - if your emergency credit runs out after 4pm on a Friday, the supply will stay on until 11am the following Monday.
- **Holidays** - Friendly Credit will not run out on any of the following dates and your supply will stay on until 11am the following working day: 1st January, 17th March, 12th July and 25th December.

Remember, the next time you buy electricity, the amount of Emergency Credit and Friendly Credit used will be deducted from your balance.

All times stated are GMT - please add 1 hour during Summer Time.

## 1.4. Moving house

Remember not to 'top-up' more than you need when you are planning to move house. This will avoid unused credit being left on your Prepayment Meter. If you move house or change from a prepayment meter to credit meter, we will refund you any balance on your meter. We'll also refund your balance should you choose to end your contract or change electricity supplier. Simply contact us to arrange the refund.

## 1.5. Electricity price changes

Top-up codes usually have 20-digits. However, when you buy a top-up after a change in electricity prices you will be given a special 40 or 60-digit code. This price change code must be entered before any future top up can be entered. This will credit your Prepayment Meter with your 'top-up' amount plus update it with the new price details.

We will provide you with 21 days' notice of any tariff change.

## 1.6. Standing charges

All customers with a prepayment meter have a daily standing charge. Every day the amount of the standing charge is deducted from your credit.

If you are away from home for a period of time, standing charges will continue to be deducted from your meter. Please ensure you always have enough credit on your meter.

## 1.7. Meter removal or re-positioning

From time to time, NIE may need to remove or reset your meter. If your meter needs to be changed, we will arrange a suitable appointment with you. This work will be completed

by NIE Networks within 10 working days. Any credit on the meter at the time of the change will be transferred to your new meter or refunded where applicable.

Share Energy can provide you with special controls/adapters if you have difficulty using electrical appliances. We can also arrange for your meter to be re-positioned to a more appropriate location. All of these services are provided free of charge, within reason.

### 1.8. Managing debt & change in circumstances

Prepayment meters are a great tool to help budget and manage a debt. If you have debt, a percentage of each top-up you buy goes towards reducing the debt until it is cleared. The meter can be set up to automatically deduct a percentage of each top-up as agreed with Share Energy, (max 40%). Share Energy will work with you to ensure the repayment amount is manageable, but if your circumstances change, please contact our team.

Share Energy will keep you up to date on your debt annually or you can use the Share Energy app to view your account.

You can also contact our team to make additional payments to reduce the arrears. This may be easier to achieve during the summer months when usage will be lower.

If you are experiencing difficulties physically using the meter or accessing top up facilities, Share Energy will work with you to make an alternative arrangement for payment.

### 1.9. Lost Cards

If you have lost your top-up card, please contact our customer service line on **0808 304 9870** between 8am-7pm Monday to Friday, and 9am-1pm on Saturdays.

### 2.0 Emergencies

In an emergency, contact NIE Networks directly on **0345 764 3643** to report any urgent meter faults and / or request emergency assistance.

If you are in any doubt as to whether or not your problem is urgent, call our Customer Service Team on **0808 304 9870**. Lines are open 8am-7pm Monday to Friday, and 9am-1pm on Saturdays.

