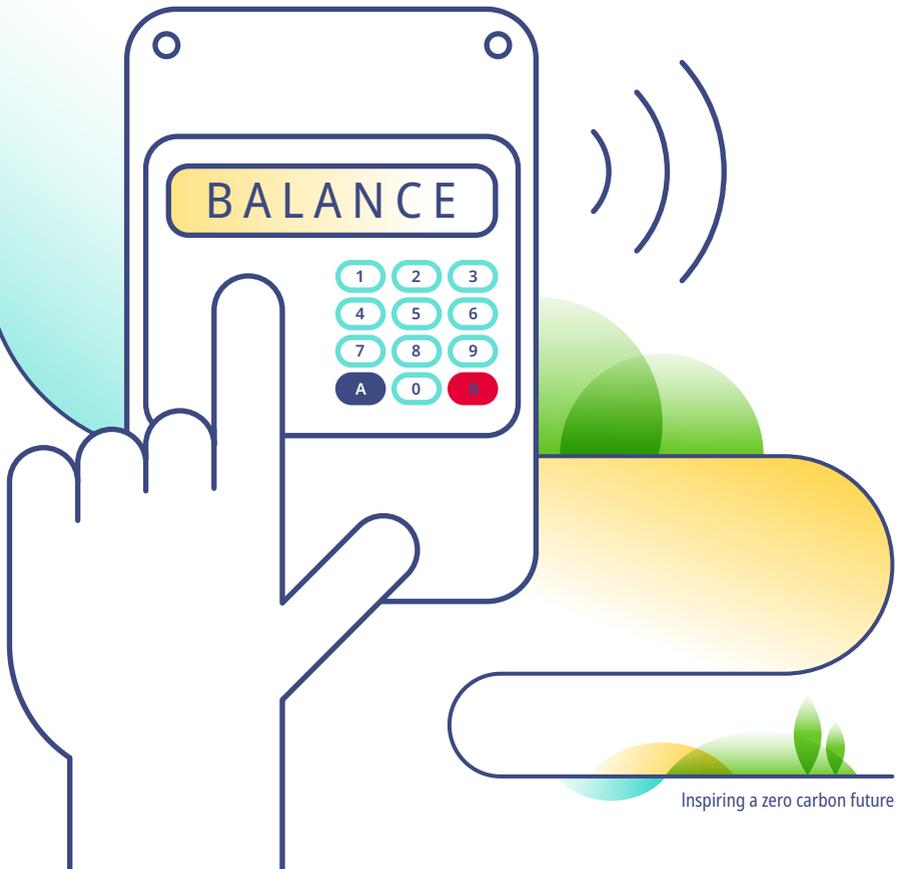


# SMART

# Pay As You Go

## User Guide



# Getting started with your Smart Pay As You Go Meter

Your Smart PAYG Meter gives you more convenience than ever before. You can either top up online anytime from anywhere or at over 50 Payzone locations.

Whichever way you choose to top up, you will need the 19-digit number on your Smart Card so keep the card safe.



We have set the meter with £5 credit. This is to ensure you have time to read this leaflet and don't have to rush out to top up until you are familiar with how to do this. This £5, along with any monies owed on your account, will be recovered as a debt in stages as a percentage of your payments when you do top up. You will see exactly how much is going towards the debit and how much electricity you are getting.



## How to top up at Payzone

You will need your Smart Card to top up. This carries your unique six-digit meter number that is also clearly displayed on the meter itself. Give this card to an assistant at any of the 50+ Payzone charging points listed on the PAYG section of our website [www.jec.co.uk](http://www.jec.co.uk) and purchase the amount of credit (minimum £5) you wish to put on the meter.

Your meter will be automatically credited with this amount (less any debt/debit recovery if applicable) within the hour directly from the point of purchase and will show on your meter later when you get home. You will be given a receipt and 20-digit code number. **KEEP THIS SAFE.**

## What's the 20-digit payment confirmation code for?

If for some reason our communications system from your top-up location point to your meter failed and your meter did not charge automatically, all you have to do is key in your payment confirmation code manually on the meter keypad and your meter will recognise the amount paid and charge accordingly.

Press button 'A', then tap in the 20-digit code, then press button 'B'. Please note: The code is unique, will only work ONCE and only on this specific meter. It will NOT function again if the meter has successfully charged automatically.



## How do I see the balance on my meter?

Press button '8' and the meter display will scroll through to show your PAYG balance.

F-Credit (Friendly credit. This is between 9pm- 8am)

Off Now (Will show off between 8am-9pm)

On at 21:00 (When friendly credit starts)  
(tonight's date)

### **PAYG Balance**

#### **£ XX:XX (Your Credit)**

Using Now (What you've used since midnight)  
X.XX KW

Cost Now (What you've spent since midnight)  
£ X.XX

Days Left  
About X days (Estimated time your credit will last)

## How do I activate emergency credit?

If the credit on the meter drops below £1, you will be given the option to activate the emergency credit. The meter will say: Low Credit . . . EC Offer.

Press button 'A' to activate or press button 'B' to decline. If you decline, you will not be offered emergency credit again until you top-up the meter again.

If your power supply has already gone off, you will need to activate the Emergency Credit and then connect the Meter.

Press button '7' to check the status of the emergency credit. Then press button 'A' to activate.

You will then need to connect the meter. Press button 'A' to connect the meter, then press button 'B' to confirm.

## How do I put supply on after my meter has run out of credit and went off?

Once you have topped-up, you will need to activate the meter. To do this press button '8' to check the credit is on the meter (if not manually add as described above) and then you will be asked to press button 'A' to connect and button 'B' to confirm.

## Easy to see debt recovery

If we have set your meter to recover any debt/debit, this will now be taken as a percentage of your payment when you make it so you will see exactly how much is going towards the debit and how much electricity you are getting.

For example, if the debit is set to be recovered at 30 per cent and you make a £10 payment, £3 will go off the debit and £7 will go on the meter for use and this will be clearly indicated on your receipt, along with your outstanding debit.

## How do I know the meter is not registering a debt from the previous occupier?

If you are a new customer, please call us to register at the new premise and we will remove any debit from the meter. Our Customer Care Team is available on 505460 8am to 6pm, Monday to Friday.

When you completed a Change of Tenancy Form on the 'Moving Home' section of our website [www.jec.co.uk](http://www.jec.co.uk), we would have checked and removed any existing debt from your meter.

## **I have a debt from my previous home; what happens to that?**

When you completed a Change of Tenancy Form on the 'Moving Home' section of our website [www.jec.co.uk](http://www.jec.co.uk), we will have transferred any existing debit balance to your new meter automatically and set a recovery rate deducted as a percentage of any future payments as you make them.

## **More security**

Automatic, remote topping up is secure because your Smart Card has no monetary value if lost. You can still top up your meter quoting the six-digit meter number that is clearly displayed on the meter itself. To obtain a replacement Smart Card, please call our Customer Care Team on 505460, 8am - 6pm, Monday to Friday.

## **Top up for a vulnerable friend or relative**

Because you can top up a PAYG Smart Meter remotely, you can top up a friend's or relative's meter on their behalf as long as you have their six-digit Meter Number.

Alternatively, if you get into difficulties, you could ask a friend or relative to top up for you.

## **How to top up your Smart PAYG Meter online**

You can now enjoy the convenience of topping up your PAYG Smart Meter online at [www.topup.je](http://www.topup.je)

You can store your debit card details to make future top-ups even quicker or make a one-off payment. You will need your 19-digit Smart Card number and a Debit Card to start with.

**Register** →

- Simply register your name, email address and a password
- You'll be sent a confirmation email
- Click on 'confirm 'account' and you are ready to top up
- Create 'top up account'
- Key in your 19-digit Smart Card number
- Key in the amount you wish to top up
- Complete the payment form with your card details (you can store these details on your account to save you time in future)
- You will receive confirmation that your payment was successful along with a receipt to download
- You will also receive a payment confirmation by email with a receipt attached.

Keep this receipt safe. It contains a 20-digit payment code. If, for some reason, your payment fails to reach your meter within the hour, you can put it on to your meter manually by keying in the 20-digit code on the receipt.

Your meter will recognise the amount paid and charge accordingly. Press button 'A', then tap in the 20-digit code on the meter keypad, then press button 'B'. Please note: The code is unique, will only work ONCE and only on this specific meter. It will NOT function again if the meter has successfully charged automatically.

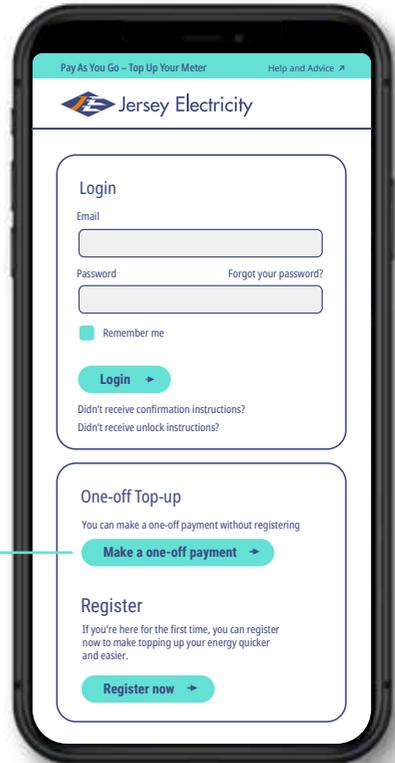
### IMPORTANT IF YOU MOVE HOUSE

If you move home, remember to delete your existing meter details (the 19-digit Smart Card number) from your TOPUP.JE account. Then register a new account with your new meter Smart Card number. If you don't, you'll credit the meter at your former home.

### One-off Top-up →

- Visit [www.topup.je](http://www.topup.je)
- Select one-off top-up
- Enter your Smart Card number and email address
- Enter the amount you wish to top-up (minimum £5)
- Proceed to payment with your Debit Card details
- You will receive confirmation that your payment was successful along with a receipt to download
- You will also receive a confirmation by email with a receipt attached

Keep this receipt safe. It contains a 20-digit payment code. If, for some reason, your payment fails to reach your meter within the hour, you can put it on to your meter manually by keying in the 20-digit code on the receipt as described above.



## FREQUENTLY ASKED QUESTIONS

### How do I

### Button to press

See meter credit _____	Press button 8 - wait for PAYG balance £
Reactivate the supply after topping up _____	Press button 8 - then A then B as instructed
See if emergency credit available _____	Press button 7 - will show status E- credit
Activate the emergency credit _____	Press button 7 - then A when instructed
Reactivate the supply after activating emergency credit ____	Press button 7 - then A then B as instructed

### For more information

Visit the Pay As You Go section of our website [www.jec.co.uk](http://www.jec.co.uk), or call our Customer Care Team 8am-6pm, Monday to Friday on **505460**

