Stay in control with your prepayment meter

Your prepayment meter allows you to remain in charge of your energy usage. Keep on top of how much gas you’re using, budget for the future and rest assured that you’re not falling behind on payments.
Ten tips for using your prepayment meter...

1. Always keep hold of your receipts
2. Make sure your card is kept in a secure spot
3. Be sure to top up your credit regularly - even in the warmer months
4. Check your meter often
5. Use your TOTO Energy gas card only
6. Let us know if you move home
7. Use your emergency credit only when it’s an emergency
8. If you contact us, be sure to be near your meter
9. Before you phone TOTO Energy, make sure you have a pen and paper ready
10. Upgrade to a Smart Meter for easy top-ups call 0333 210 7070
Start at the beginning

Before you get started

Before you top up your credit you need to activate your new card. Simply insert the card into your meter and leave it for one minute. Your card will then be activated. Easy!

If you place the card in your meter for less than a full minute it will not be activated. This means your meter will not recognise your card and you won’t be able to top up with any gas you purchase.
Topping up your credit

Where?

- Thousands of outlets across the country
- Any retailer displaying a PayPoint symbol
- Any Payzone outlet or your local Post Office

Common places to top up include petrol stations, supermarkets and newsagents.

How much credit to buy?

You’re able to purchase any amount of credit in whole pounds up to a maximum of £99 per transaction. You can also have up to £249 worth of credit on your meter, enabling you to stockpile for the future.

Hopefully, now that you’re with TOTO Energy you will find yourself topping up less often.

Some things to note...

Once you’ve added credit to your meter it will slowly start to fall. This is partly due to the fact that you’ll be using gas in your home and partly because you’ll be paying a daily standing charge (if applicable).

Your gas usage is charged at a unit rate. This is how we know how much credit you’re using. It’s based on a set price for each unit of energy (kilowatt-hour) you use. So the more energy you use, the more of your credit you’ll spend.
Once you’ve topped up

How to transfer your credit to your gas meter

1 Insert your card into the meter. Then you just wait 60 seconds and your credit will be shown on the screen. You can then remove your card.

2 If you are topping up after you previously ran out of gas, then you may be presented with a safety message asking you to check that all of your gas appliances are switched off. If you are sure that they are then press and hold red button A. This will then switch your gas supply back on.
What is emergency credit?

We’ve got you covered!
If you aren’t able to get to your local outlet to top up your credit and you’re running low, then you can use emergency credit to ensure you don’t run out of gas. You can get up to £5 of emergency credit.

Once you’ve used your emergency credit you still need to pay it back. To see how much you owe check the ‘owed’ screen (see page 7).

The amount you owe will be repaid the next time you top up your credit - you won’t be able to use emergency credit again until it’s been paid back.

How to use emergency credit
Pop your card into your meter and follow these steps:

1. Make sure that all of your gas appliances are switched off.

2. Your display will direct you to press button A to accept the emergency credit.

3. Press red button A and then your emergency credit is ready to use.

4. Press red button A twice to see how much credit you need to pay back.
**Using the LCD display**

*Press red BUTTON A to switch between screens.*

Your card may be required to access certain screens.

<table>
<thead>
<tr>
<th>Screen</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>This screen shows you how much credit you last topped up with.</td>
</tr>
<tr>
<td>01</td>
<td>This screen shows you the last amount of credit that was taken for repayments of any debt.</td>
</tr>
<tr>
<td>02</td>
<td>The last amount of credit used to repay for any emergency credit.</td>
</tr>
<tr>
<td>03</td>
<td>The last amount given for gas.</td>
</tr>
<tr>
<td>10 / 17</td>
<td>Your unit rate and daily standard charge</td>
</tr>
<tr>
<td>22</td>
<td>The amount of emergency credit that is available to you at that point in time.</td>
</tr>
<tr>
<td>25</td>
<td>Your weekly minimum debt repayment.</td>
</tr>
<tr>
<td>26</td>
<td>Your weekly maximum debt repayment.</td>
</tr>
<tr>
<td>Owed</td>
<td>Press red button A twice and see how much credit you owe. This number will reduce once you add enough credit to your meter.</td>
</tr>
</tbody>
</table>
# Any issues?

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause</th>
<th>Things to check</th>
<th>Still having issues?</th>
</tr>
</thead>
<tbody>
<tr>
<td>When you insert your card the display reads this message: 'Card not accepted'.</td>
<td>Your card may be dirty or you may be using the wrong card.</td>
<td>Make sure you’re using the correct card, and that it is clean.</td>
<td>Clean the card with a dry cloth and try reinserting it or get in touch and we’ll help solve the issue.</td>
</tr>
<tr>
<td>When you insert your card the display screen does not change.</td>
<td>You may have a faulty card or meter.</td>
<td>Put your card into the meter the wrong way round. If the display still doesn’t change then you have a fault with your meter.</td>
<td>Your card or meter may be faulty. Get in touch and we’ll help solve the issue.</td>
</tr>
<tr>
<td>Your meter is showing a ‘card fail’ message.</td>
<td>Your card is dirty, may be the wrong way round or could be faulty.</td>
<td>Wipe the card clean with a dry cloth and insert it correctly into the meter.</td>
<td>If the message continues to appear then you will require a replacement card.</td>
</tr>
<tr>
<td>You require a replacement card.</td>
<td>You have lost your card or it is faulty.</td>
<td>Make sure it’s definitely lost as you may have to pay a small charge for a replacement.</td>
<td>Give us a call and we can send you a replacement card.</td>
</tr>
<tr>
<td>Your display is showing a blank screen.</td>
<td>Your meter has a screen saver which makes the screen go blank when not in use to save energy.</td>
<td>Simply press red button A or insert your card to reactivate the display.</td>
<td>Get in touch and we’ll help solve the issue.</td>
</tr>
<tr>
<td>Your display is blank and the meter has turned off.</td>
<td>Your meter has run out of emergency credit.</td>
<td></td>
<td>Top up and add more credit to your meter. We suggest topping up at least £15 to ensure your emergency credit is repaid and you have enough left to switch your gas back on.</td>
</tr>
<tr>
<td>Your display has dashes on its screen or shows the message ‘CALL HELP’.</td>
<td></td>
<td></td>
<td>Get in touch and we’ll help solve the issue.</td>
</tr>
</tbody>
</table>
Having money issues?

Don’t worry, get in touch

If you’re having money troubles then don’t worry. The best thing to do is talk to someone about it. If you are struggling for money and are falling behind on your household bills then be sure to get in touch with Citizens Advice. They can offer fantastic help and guidance, so give them a call on 03454 04 05 06 between the hours of 9am and 5pm Monday to Friday. Or visit them online at www.citizensadvice.org.uk.

In an emergency

If you can smell gas, and believe there to be a problem, then be sure to call the National Grid immediately on 0800 111 999.

Have you lost your card?

We’re all human, it’s OK.

If you have lost your card then don’t worry. All you need to do is give us a call on 0333 210 7070 or email hello@totoenergy.com as soon as you get the chance. One of our friendly team can then pop a replacement card in the post to you. Be sure to let us know if you need one quicker and we’ll see what we can do! Your replacement card costs £7.

Make your credit go further

You can keep on top of your energy usage by making small changes to your routine. Try turning your heating down and wrapping up in warm clothes and see instant benefits!
Need to ask a question or get some help? We’d love to hear from you...

Call us: 0333 210 7070
Go online: totoenergy.com
Book your free Smart Meter upgrade today!

Your Smart Meter allows you to...

• Top-up online anywhere any time
• View your energy usage daily
• Stay in touch - see your balance online
• Be smart - use your Smart Meter to make cost-cutting decisions and save energy

Get in touch to upgrade

Simply call 0333 210 7070
or email smart.scheduling@totoenergy.com

Smart Meters make cutting costs simple