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 electricity 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 key 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 meter key 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 top up

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

If you place the key in your meter for less than a full minute it will not be activated. This means your meter will not recognise your key and you won't be able to top up with any electricity 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 £255 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 electricity in your home and partly because you’ll be paying a daily standing charge (if applicable).

Your electricity usage is charged at a unit rate. This is how we know how much credit you’re using up. 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 electricity meter

1. You simply need to pop your key into the meter, and ‘TOKEN ACCEPTED’ will appear on the display.

2. Your meter will then show you how much credit you’ve transferred from your key.

3. The meter display will then show you your total credit, which will slowly go down as you use electricity.
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 electricity. You can get up to £10 of emergency credit.

To activate your emergency credit:

1. Put your key into the meter.

2. Press the BLUE BUTTON to accept the emergency credit when prompted - you can only do this when your credit is below £1.

3. To see how much emergency credit needs to be repaid, check the B screen (see page 7). The amount you owe will be repaid the next time you top up your credit.

You won’t have to pay any additional charges for using emergency credit - daily standing charges may still apply.

No one left without power

If your credit runs out after 8pm on a weekday your electricity won’t go off until 8am the next day. This gives you plenty of time to get it topped up and ensures you’re not left in the dark!

If you happen to run out after 8pm on a Friday, your electricity will remain on until 8am Monday or 8am Tuesday on Bank Holidays.
Using the LCD display

Press the blue button to switch between screens.

Your key may be required to access certain screens.

<table>
<thead>
<tr>
<th>Screen</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>A or 1</td>
<td>This screen shows you how much credit you have available.</td>
</tr>
<tr>
<td>E or 3</td>
<td>This shows you the total amount of credit you’ve added to your meter since it was last reset by one of our engineers.</td>
</tr>
<tr>
<td>F or 4</td>
<td>Your weekly standing charge and any debt you may owe.</td>
</tr>
<tr>
<td>H or 5</td>
<td>Your meter reading.</td>
</tr>
<tr>
<td>I or 6</td>
<td>Your meter unit rate.</td>
</tr>
</tbody>
</table>

You must insert your key to see the following displays:

| R or 7 | The amount of emergency credit available to you if required. |
| B or 2 | The amount you need to top up your meter before it is normal again. |
## Any issues?

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause</th>
<th>Things to check</th>
<th>What to do about it</th>
</tr>
</thead>
<tbody>
<tr>
<td>‘Error’ messages showing on your display or credit failing to transfer onto your meter.</td>
<td>Your credit may have not been accepted at your top up outlet.</td>
<td>Check your receipt for a ‘Credit Failed’ message.</td>
<td>Go back to the outlet with your key and your receipt. The outlet will then load your credit onto the device.</td>
</tr>
<tr>
<td>Your display shows ‘E’ or your meter is making a beeping sound.</td>
<td>Your electricity credit is running low.</td>
<td>If your meter beeps five times when transferring credit then the transfer has failed.</td>
<td>Please call us and a member of our friendly and helpful team can assist you in resolving the issue.</td>
</tr>
<tr>
<td>Your supply has cut out.</td>
<td>Your electricity meter may have run out of credit.</td>
<td>Check the credit on your meter. Do your neighbours still have electricity? Take a look at your fuses and trip switch.</td>
<td>Top up your credit or make use of the emergency credit available to you. If you’re experiencing a power cut inform your local distributor. If your fuses and trip switch are fine, but your appliances still don’t work, then you’ll need to call an electrician.</td>
</tr>
</tbody>
</table>

If you’ve lost your key or you’re still experiencing issues, give us a call on 0333 210 7070 or email hello@totoenergy.com and we’ll be happy to help.
Having money issues?

Don’t worry, get in touch

If you’re having money troubles then do not 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.

Have you lost your key?

We’re all human, it’s OK.

If you have lost your key 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 key 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 key costs £7.

In an emergency

The electricity helpline is available all day, every day and can be reached by calling 105. They can put you in touch with your local network operator, who look after all of the cables connecting your home to the national supply.

If you’re on the Priority Service Register, your case will be treated as urgent. Simply give us a call on 0333 210 7070 or email hello@totoenergy.com and someone will be happy to help.

Make your credit go further

You can keep on top of your energy usage by making small changes to your routine. Try turning your telly off at the wall, switching lights off in empty rooms and hanging your washing outside rather than using a tumble dryer. Then watch as your credit lasts longer.
Need to ask a question or get some help? We’d love to hear from you...

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Go online: totoenergy.com
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Your Smart Meter allows you to...

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- Stay in touch - see your balance online
- Be smart - use your Smart Meter to make cost-cutting decisions and save energy

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Smart Meters make cutting costs simple