

Are your gas and electric top ups not lasting you long enough?

Debts on pre-payment meters

During winter months, customer often find that they have less credit available for their energy usage after topping up their card or keys for pre-payment meters – this could be for the following reasons:

- You have debt which has been applied to the prepayment meter that you are paying back to your supplier
- Standing charges have built up on your prepayment meters – if you have not topped up card/key especially for gas during summer**
- You have used any emergency / friendly credit – any emergency / friendly credit used will be paid back in full the next time you top up

For any existing standing charges that have built up or any debt you owe, you can move these to what is called “the back of the queue” for repayment and set up an affordable plan with your supplier, to do this:

1. Ring your supplier
2. Ask for the debt including standing charges to be moved into a repayment plan
3. Ask for the minimum amount to be deducted for each supply – remember the standard minimum repayment amount a supplier can deduct for debt is £3.75 a week for each supply.
4. A signal will be sent to your meter via your card/key to move the debt to the back of the queue for repayment – (you may have to top up couple of times (in small amounts) to get repayment plan activated. Your supplier will explain the process as it varies from supplier to supplier)

** Standing charge is a daily fee that everyone pays as part of their energy bill for both gas and electricity and it applies to every home. Standing charges are not linked to the amount of energy you use, you will have to pay the standing charge even when you are not using energy, for example if you are on holiday or your gas or electricity supply has been disconnected