HOW WILL I KNOW WHEN TO TOP UP?

- When your credit reduces to €2 you will hear a low volume alarm which will sound for 2 minutes. To silence the alarm press any button on the keypad. When your credit reduces to €0 the low volume alarm will again sound for 2 minutes before disconnecting your supply (but not during "Friendly Credit" times). If this happens press the 0 button and your supply will come back on. You will automatically receive €10 Emergency Credit. Any Emergency Credit used will be paid back out of your next Top-Up.

WHAT HAPPENS TO MY SUPPLY IF I AM AWAY FROM HOME FOR A LONG PERIOD OF TIME?

- If you are away from your home for any period of time, standing charges and other charges will continue to be deducted from your meter credit. Please ensure that you have enough credit on your meter to maintain supply until your return.

WHAT HAPPENS IF MY EMERGENCY CREDIT RUNS OUT?

- Emergency Credit is designed to give you time to purchase a Top-Up. The meter will automatically disconnect the power when this credit runs out. Please note that your meter will not disconnect during the following "Friendly Credit" times.

Monday – Thursday:

Between 4pm – 9am the next morning (5pm - 10am summer time)

Friday – Monday:

From 4pm on Friday to 9am on Monday (5pm – 10am summer time)

Holidays:

Christmas Eve, Christmas Day, St. Stephens Day, New Years Eve, New Years Day and St. Patrick's Day.

For emergencies call 1800 372 999
For general queries call 1800 372 757

Find out more on **esbnetworks.ie**

For details on power interruptions, visit **esbpowercheck.ie**
or download the PowerCheck App

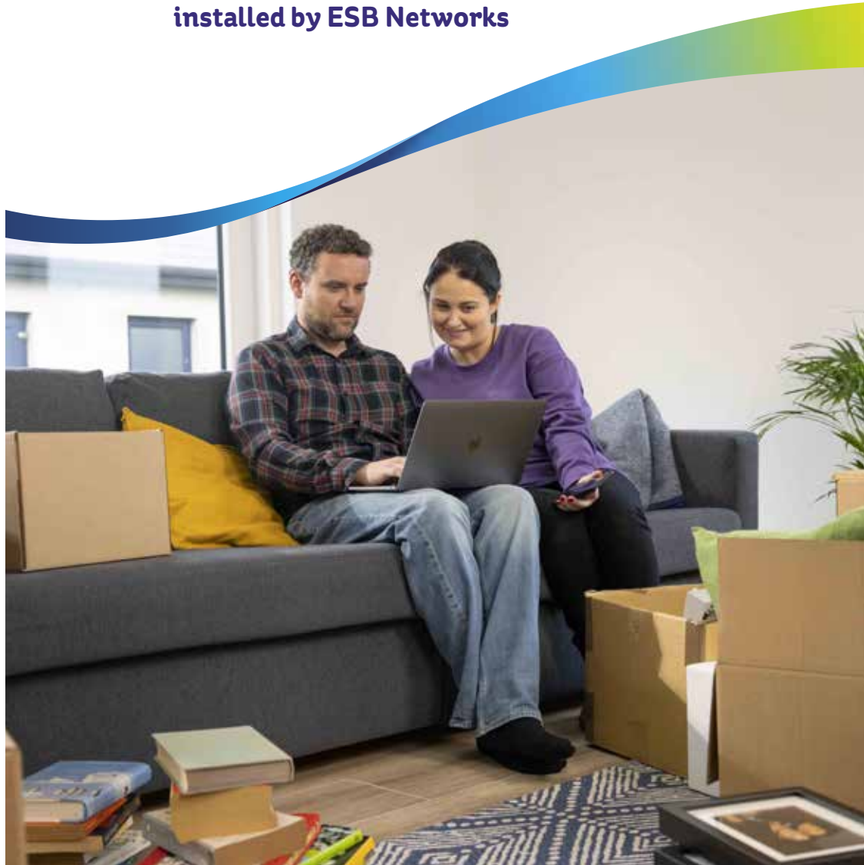
@ESBNetworks

ESB NETWORKS

Serving all electricity customers

PAY AS YOU GO METER

How to use a Pay As You Go Meter installed by ESB Networks



ESB Networks is committed to supporting all customers

Working closely with the Energy Regulator and Electricity Suppliers we have developed a programme to install Pay As You Go meters for customers who meet certain conditions. These meters will replace your current meter and will be installed by ESB Networks when requested by your Electricity Supplier.

When your Electricity Supplier has requested ESB Networks to install a Pay As You Go meter, you will receive an information pack which includes your KPN (keypad number). Your new meter will be installed already topped up with a small amount of credit to start you off.

Pay As you go meters - what you need to know

- Top-Ups for Pay As You Go Meters can be purchased at any PayPoint or Payzone outlet nationwide. A full list of outlets is available from your electricity supplier.
- You will need your Pay As You Go Card or your keypad number to buy a Top-Up.
- The minimum Top-Up is €10. The maximum Top-Up is €100.
- Payments towards arrears, where applicable, will be taken at the point of purchase. The remaining amount is issued as a Top-Up and can be entered into your meter.
- Top-Up Codes will always be a minimum of 20 digits.
- Your Electricity Supplier may also offer an option of buying a Top-Up over the phone or online. You will find contact details for your Electricity Supplier here: www.cru.ie/home/customer-care/energy/communication/
- If you have not received your Pay As You Go Card, please contact your Electricity Supplier.
- If you have lost your Top-Up code, contact your Electricity Supplier and ask for the code to be reissued to you.

How to top up your Pay As you go meter

- You can top up your credit using the keypad on the meter itself.
- Press the ***** key on the keypad. The message "KEYCODE" will be displayed.
- Enter the full Top-Up code, followed by **#** key.
- If you enter any number incorrectly, you can erase it by pressing the ***** key.
- When a valid code is entered on the meter, "ACCEPTED" will appear on the display.

What do the messages on my meter mean?

"Accepted" - Top-Up code has been accepted by your meter.

"Rejected" - This means that you have entered an incorrect code.

"Error" - You have left out a number or entered the Top-Up code too slowly. Start again.

"Wrong Tar" - Your price plan has changed and the meter is awaiting a 40 or 60 digit code to be entered. Please contact your Electricity Supplier if you do not have this code. Wait until this message clears, press the * button and then enter the special tariff change code.

"Duplicate" - The Top-Up code has been entered previously. The meter will not allow the same code to be entered more than once. If you press 4 you can see the last 5 codes entered.

"Credit Hi" - The meter has received the maximum amount of credit and cannot accept another Top-Up code.

"Incorrect" - The Top-Up code entered was not the right one or the meter is not in Pay As You Go Mode.

"KB Lock" - This means the code has been entered incorrectly five times. Wait until this message clears and enter the correct code.

"Overload" - If this appears, please call ESB Networks on 1800 372 999 to log a call out.

What do the numbers on the digital display mean?

1 - Credit remaining, calculated in days
2 - Cost of recent consumption
3 - Current meter date and time
4 - Details of last 5 Top-Up codes
5 - Total value of Top-Ups paid
6 - Current electricity consumption
7 - Standing charge rate per day and unit rate
8 - Details of highest usage in last 24 hours
9 - Total units used
0 - Display test

Please contact your Electricity Supplier for all queries.
For suppliers contact details, see www.cru.ie/home/customer-care/energy/communication/