

GAS AND ELECTRIC METERS

What should I do if I have an energy problem? (e.g. power cut, gas leak or energy meter problem)

Contact your supplier straightaway if you have an energy problem, such as a gas leak or faulty meter. Tell them if you are unwell or self-isolating.

Suppliers and network companies are putting in place plans and emergency response measures to deal with safety-critical home visits if they are needed. They are monitoring and following [government guidance](#), and will take timely decisions on how best to protect customers and staff while delivering their services.

If you have a non-urgent energy issue, please first check your supplier's online and mobile advice if you are able to. Most are regularly updating supporting service information and frequently asked questions relating to the coronavirus national emergency through these channels, as well as via their contact centres. This will help keep phone lines available for people who need help most, particularly people in vulnerable situations.

If you or someone you know is vulnerable, of pensionable age, has children under 5, a disability or long-term medical condition it's important to let your energy supplier know. Each energy supplier keeps a [Priority Services Register](#) of people who may need additional assistance such as in a power cut or in dealing with supplier representatives. It's free to be added to the list.

What should I do if a supplier or network company needs to access my property and I am self-isolating?

Suppliers and network companies are putting in place plans and alternative arrangements to deal with routine activities, such as meter readings at homes where occupants are self-isolating.

If your meter is outside, it may be helpful for you to leave your meter box unlocked if it's safe to do so.

Contact the Citizens Advice Helpline if you need additional help with an energy problem. Go to [Citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call them on [0808 223 1133](tel:08082231133).

Calls are free.

How can I top up my prepayment meter if I am self-isolating?

You should tell your supplier straightaway if you can't top up your meter. This includes if you are ill with coronavirus or following guidance to stay at home and self-isolate, and if you don't have anyone to help you.

The government has launched an [emergency package with energy suppliers](#) to ensure you don't face any additional hardships in heating or lighting your home during the coronavirus outbreak. Customers with prepayment meters who are self-isolating or unable to leave their home can now speak to their supplier on the options. This may include:

- someone being sent to top up your prepayment card or token
- Having funds added to your meter credit
- Having a preloaded gas or electricity card sent to you in the post.

No credit meters, where you pay for your energy after you have used it, will be disconnected during the outbreak.

If your local top up shop closes, [Paypoint.com](https://paypoint.com) and [Payzone.co.uk](https://payzone.co.uk) list alternative vendors online, and the [Post Office](#) also provide top ups for some suppliers. Your supplier can also help. If you are a smart meter customer, you should be able to top-up remotely, such as by phone, mobile application or online.