

Gas and Electric Pre – Pay Customer Advice

Important: This is a fast-changing situation. The info below is the best we have currently, but we'll be updating this as we know more.

- Regulator Ofgem has written to all suppliers, saying it expects them to "take proactive measures to support prepayment meter customers, including customers in vulnerable circumstances".
- The Government is working with suppliers and the Citizens Advice charity to develop guidelines for energy companies, covering topping up prepayment meters, as well as options for those who could struggle to pay their bills if income reduces.
- Cases will be dealt with on a case by case basis
- Residents should contact their suppliers immediately if they are self Isolating or struggling to pay their bill due to coronavirus
- Where possible Suppliers are asking customers to use email and online chat where possible to keep phone lines open for the most vulnerable

Contact information For Suppliers and possible support that can be offered.

Supplier	What can it do?	How to get help (1)
British Gas	<p><i>Hasn't yet committed to sending out top-up cards or keys loaded with credit.</i></p> <p>If you're in isolation and you think you'll use up your balance and emergency credit, contact British Gas and it has said it'll find a solution on a case-by-case basis. See its FAQs.</p>	Call 0333 202 9802
EDF	<p><i>EDF says it can post top-up cards or keys loaded with credit to your home.</i></p> <p>EDF has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says it can deliver 'preloaded' cards and keys if you need to self-isolate – this balance will then be collected back at a "suitable rate" later.</p>	Call 0333 200 5100
E.on	<p><i>E.on says it can post top-up cards or keys loaded with credit to your home or send an engineer to top up your meter.</i></p> <p>It says if your electricity meter falls below 50p of emergency credit, or you're off supply for gas, it can either send a card or key in the post, or it will send an engineer round to top up for you. However, it advises to top up a little extra or asking a trusted person to help in order to prepare for self-isolation. See its FAQs.</p>	Call 0345 052 0000
Npower	<p><i>Hasn't yet committed to sending out top-up cards or keys loaded with credit.</i></p> <p>Npower has said it is taking steps to maintain essential services and support for customers. However, it says details are still being developed and urges anyone in self-isolation who is struggling to top up to get in contact with it as soon as possible.</p>	Call 0800 073 3000

Scottish Power	<p><i>We've yet to hear back from Scottish Power – however, it has published guidance on its website.</i></p> <p>Scottish Power has advised people who need to self-isolate to ask a friend, neighbour or family member to top up for them, and to add more credit to your meter than normal.</p>	Call 0800 027 0072
SSE	<p><i>SSE is now owned by Ovo, which has told us it is working through its guidance now and will update us.</i></p>	Call 0345 026 2658
Bulb	<p><i>Bulb says it can post top-up cards or keys loaded with credit to your home.</i></p> <p>Bulb has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says you can pay online and a preloaded card will be delivered. See its FAQ.</p>	Call 0300 303 0635
Co-op Energy	<p><i>Co-op is now run by Octopus Energy, which has told us it is working through its guidance and will update us.</i></p>	Call 0800 093 7547
E Energy	<p><i>We've yet to hear back from E Energy.</i></p>	Call 0333 103 9575
Green Network Energy	<p><i>Green Network Energy has told us it is currently working through its guidance to customers and will update us.</i></p>	Call 0800 520 0202
Green Star Energy	<p><i>We've yet to hear back from Green Star Energy.</i></p>	Call 0800 012 4510

Omni Energy	<p><i>Omni Energy has said it doesn't have the facility to send out top-up cards or keys loaded with credit.</i></p> <p>However, it says it's not needed. It advises those who can top up in advance to build up credit on the meter, or ask a family member or friend to take their key or card to the shop for you. It also says it has emergency credit to maintain supply.</p>	Call 0113 457 3219
Ovo (2)	<p><i>Ovo has told us it is currently working through its guidance to customers and will update us.</i></p>	Call 0330 102 7517
Robin Hood Energy (3)	<p><i>Hasn't yet committed to sending out top-up cards or keys loaded with credit.</i></p> <p>It's advising customers to top up meters more than usual if you are able to, and has said that it will always provide an "emergency support function" for prepay users. It also told us it's working up a number of plans to help anyone struggling to pay or top up, which will be confirmed shortly.</p>	Call 0800 030 4567
Utilita	<p><i>Hasn't yet committed to sending out top-up cards or keys loaded with credit.</i></p> <p>However, Utilita's main focus is smart prepayment, which allows people to top up remotely. If you've a non-smart meter, it advises you to top up more than usual or ask a friend or family member to help. It also says it has called all its customers over the age of 80 and has advised them of how to top up.</p>	Call 0345 207 2000
The Utility Warehouse	<p><i>The Utility Warehouse has told us it is currently working through its guidance to customers and will update us.</i></p>	Call 0333 777 0777

For further support: Citizens Advice consumer helpline: [0808 223 1133](tel:08082231133) Monday to Friday, 9am to 5pm Closed on bank holidays#

Textphone: 18001 0808 223 1133