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# Pay As You Go Guide



Simply better energy



# Pay As You Go

## Introduction

Pay As You Go is the alternative to paying by Direct Debit. It can give you greater control of your heating and hot water usage, especially if you're on a budget.

You will only have a heating and hot water supply if you've topped up your account. You can do this over the phone or online through your account.

It is important to note that your account will accrue daily standing charges even if you're not using your heating or hot water. This also applies to Direct Debit customers, but as a Pay As You Go customer you will have more visibility of it. This is normal and occurs on traditional utilities.

## Moving in or out

When you first move in to your home, you may find that you don't have a heating or hot water supply. This is because the default payment method has been set to Pay As You Go. You won't be able to use the services unless you register with us. You can do this online or over the phone.

If you're moving out it is important that you tell us the date when you will be moving. This is because even when the balance on your account is zero, you will still be charged the standing charge as it will accrue daily.

## How to top up

You can top up anytime over the phone or online.

### Phone (automated)

We have an automated top up service available 24/7 over the phone on 02920 100346.

### Phone (call centre)

If you prefer to speak to someone to top up, we are open 8am to 8pm Monday to Friday and 9am to 1pm on Saturday.

### On the website

You can top up online by visiting your online account at [www.metropolitanlocal.co.uk/log-in](http://www.metropolitanlocal.co.uk/log-in) using your credit or debit card.

## Why some people choose Pay As You Go

The easiest way to pay is by Direct Debit. Simply set up your Direct Debit with us and there's no worrying about when you need to pay as this will happen automatically each month.

If you're the type of person where keeping an eye on your heating and hot water usage is your thing, then Pay As You Go is the best payment method for you. You can say goodbye to an unexpected bill as you know exactly what you're using.

The Direct Debit option is also open to a credit check, if a customer has a poor credit history they are automatically put on the Pay As You Go option.

Customers experiencing payment difficulties are put on Pay As You Go as a way to better manage their finances. If you are experiencing any difficulties with paying your bills or topping up, then let us know as soon as possible and we'll see what we can do to help.

## Heat meter in your home

The HIU in your home has a heat meter installed that records your heating and hot water usage. The heat meter is linked to a smart metering system that allows us to read your meter remotely.

If you don't top up your heating and hot water supply will stop once your account balance reaches £0. When you top up, either by phone or online the payment will reach your smart meter remotely and supply will resume.

You can view the balance of your account on your Home Display Unit (HDU), on your online account or by calling us and asking what your balance is.

When your balance is low the HDU will make a beeping noise to remind you that you need to top up.

It can take up to three hours for the updated balance to appear on your account once you've topped up.

## Friendly credit

We do provide a friendly credit period for when emergencies occur. This is where your supply will not turn off if your balance reaches £0.

The friendly credit period is between 6pm and 9am Monday to Saturday and all day on a Sunday.

Your meter will still record usage during this period. If you don't top up before the end of the friendly credit period, your heating and hot water supply will stop.

Any heating and hot water used during this period will be taken in your next top up.

## Pay As You Go statement

If you choose Pay As You Go you won't receive monthly or quarterly bills from us for your usage, but instead an annual account statement.

The statement shows how much heating and hot water you have used over the last 12 months in kilowatt hours (kWh), as

well as how much you have paid split into standing and variable charges along with VAT.

The annual account statement is available by paper or electronically.

## Contact us

You can contact us by phone on 02920 100346, or you can complete a contact form on our website by visiting [www.metropolitanlocal.co.uk](http://www.metropolitanlocal.co.uk).

For general queries we are available between 8am and 8pm, Monday to Friday and from 9am to 1pm on Saturdays.



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