

Welcome to Smart
Pay As You Go




British Gas



The Pay As You Go you've been waiting for

Welcome to Smart Pay As You Go, the new way of paying for your energy and keeping costs down. From now on, topping up will be easier than ever, with more ways and places to do it:

- Using the British Gas app
- Online from the comfort of your home or wherever you access the internet
- Over the phone
- At your local Payzone outlet or post office

You'll also find it easier to keep track of your credit, energy use and costs. They'll be right there in front of you – on your smart energy monitor.

This guide sets out all the things Smart Pay As You Go can do for you.

Before you start

Your Smart Cards

We've sent you a Smart Card for each of your British Gas smart meters. When you top up, you'll need the long numbers printed on the cards. You can make a note of them on page 16.

Topping up

Smart Pay As You Go enables you to top-up in a number of ways, including online, and by using the British Gas app.

Find out all about them on pages 16 -19.

Leftover credit from your old meters

You may have some credit remaining on your old Pay As You Go meters. This will transfer automatically to your new smart meters within 24 hours of installation. Any outstanding balance you might owe on your old meter will also be transferred.

Emergency credit

When we install your smart meters, we'll provide you with emergency credit to give you time to make your first top-up.

After your first top-up, if your smart energy monitor shows a flashing 'E' it means you've got £5 emergency credit available.

Find out all about how emergency credit works on pages 26 - 27.

Saving money and energy

You can save by switching things off or turning them down. Your smart energy monitor will show you exactly how much these simple changes are saving you. To see how it does this, go to pages 40 - 41.

Any questions?

Please visit us at britishgas.co.uk/smartpayghelp or call us on 0333 202 9862*.

In this guide:

Your smart energy monitor

Setting up	10
The screen at a glance	12

Topping up

Your Smart Cards	16
Topping up securely online	17
Topping up over the phone	18
Topping up at the shops	19
Viewing your top-up history	20
Top-up not showing	22

Checking your credit

Remaining credit	26
Emergency credit and notifications	26

Controlling costs

Viewing your budget	30
---------------------	----

Setting your budget	32
Setting credit alerts	34
Viewing credit alerts	34

Seeing your energy usage

See what you're using now	38
High? Low? About right?	39
Comparing current and historical usage	41

Managing an outstanding balance

How do I pay back an outstanding balance	43
How can I check what's left to pay back?	43

Need help?

FAQs	45
How to contact us	48

Your smart energy monitor

Topping up

Checking your credit

Controlling costs

Seeing your energy usage

Managing an outstanding balance

Need help?



Your smart energy monitor

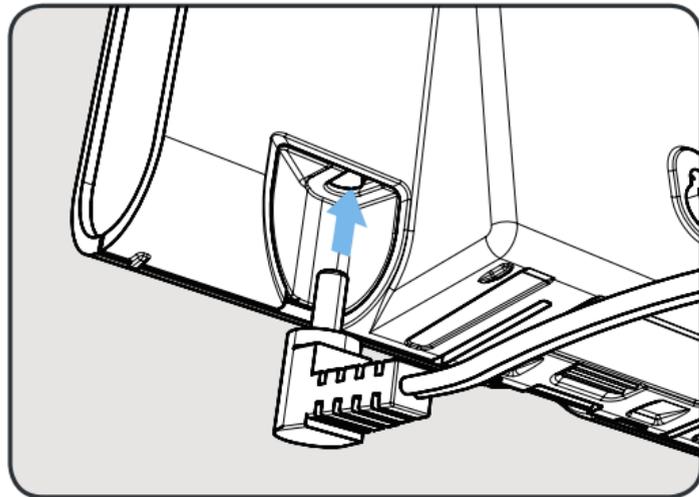
The centre of your energy world

Your smart energy monitor tells you everything you need to know about your energy use:

- See the amount of credit you have available to plan your next top-up
- Set your smart energy monitor to alert you when your credit is getting low, so you won't worry about running out
- Keep tabs on the energy you're using, what you're spending on it, and how to save

Setting up

To start your smart energy monitor:

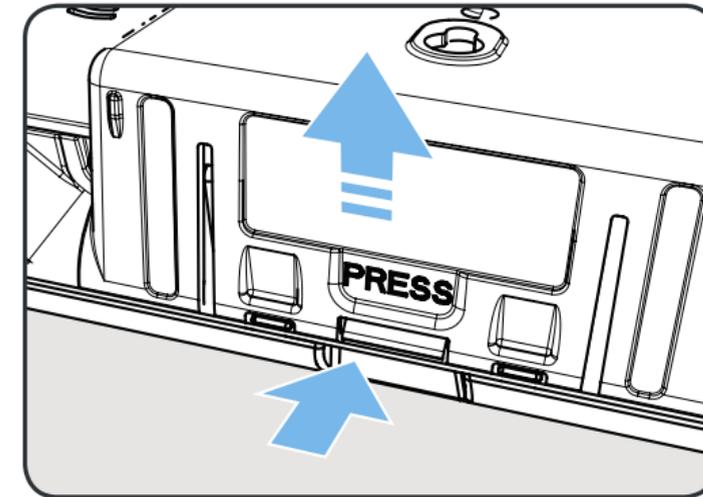


Either connect the mains adapter provided to your smart energy monitor.

If your smart energy monitor ever goes blank, switch it off. Then, move closer to the electricity meter and switch the monitor back on.

Hint: Your Smart Energy Expert will already have found the best position for your smart energy monitor to connect with your meters – and will have connected them wirelessly.

Or insert three AA batteries (not rechargeable). We suggest you run your smart energy monitor using the mains, as it costs less than using batteries.



The screen at a glance

This is the Home screen. We'll take you through the menu options in the rest of this guide.

Signal strength

Shows you the strength of connection between your smart meters and smart energy monitor.

Battery status

Flashes when batteries are weak.

Unit selectors (touch sensitive)

Touch to view your usage in cost (£), energy (kWh) or carbon emissions (CO²).



Home button (touch sensitive)

Returns you to the home screen.

Gas consumption rate

The flame shows you how much gas you're using (updated approximately every half hour) up to 50kWh.

Main menu

View detailed information about your top-ups, budgets and energy supply.

Consumption LED

Shows you if your electricity use is low (green), medium (amber), or high (red) at any given moment.

Electricity consumption rate

The gauge shows you how much electricity you're using in kWh (updated approximately every 30 seconds) up to a maximum of 24kWh.

Thermometer

Displays the temperature of the room where your smart energy monitor is situated. It also shows you whether it is at your preferred level (green), above it (red), or below it (blue).

Navigation buttons (touch sensitive)

Touch each button to perform the action written or indicated directly above it.

Alert

⚠ Tells you we have sent you an urgent message.

Message

✉ Indicates we have sent you a non-urgent message.



Topping up

More ways than ever

You have a choice of ways to top up: with the British Gas app, online, over the phone, and at your local Payzone outlet or post office. It means that topping up is:

- **Quicker** – within an hour of your top-up, your credit is automatically sent to your smart meters and shown on your smart energy monitor
- **Easier** – your choice of places to top up is now almost endless: your favourite armchair or café, at the bus stop, or even from abroad. And there's no key, so you don't have to be anywhere near your meters to top up

Your Smart Cards

Your Smart Cards each hold a 19-digit Smart Card Number, which you need to top up. Why not write your numbers here for safe keeping?

My electricity Smart Card No.:

My gas Smart Card No.:

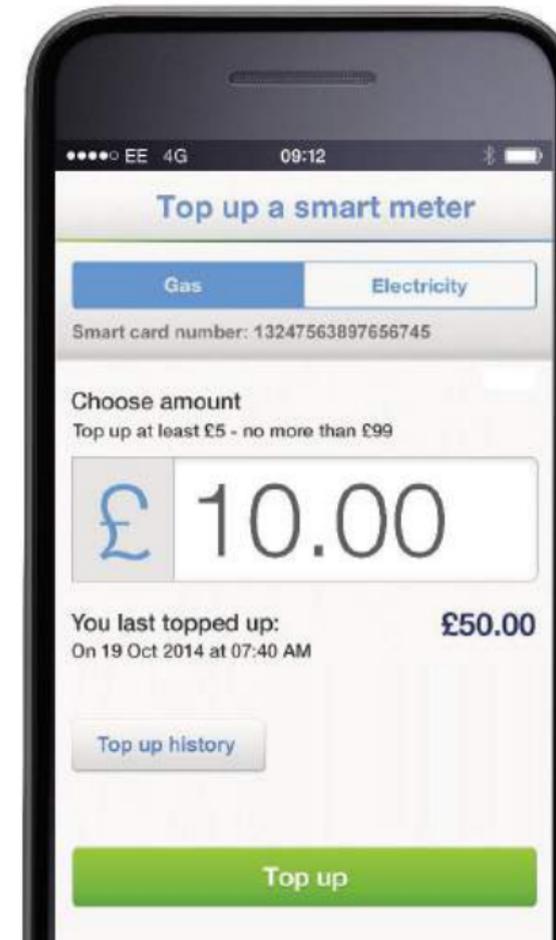
Topping up securely online

Using our app

First download the app and create an online account (you can do this straight from the app). Then start topping up.

Using your PC

Simply create an online account at britishgas.co.uk/smart/topup and go from there.



Topping up over the phone

Call 0333 202 9862* select the 'top up' option, and follow the instructions.

If you're calling from a number you've told us about, we'll automatically apply your Smart Card number to the transaction.

If you're calling from any other number, our system won't recognise you, so please have your Smart Card number handy.

Topping up at the shops

You can still top-up at any Payzone outlet (you'll find your nearest one at [payzone.co.uk/consumers](https://www.payzone.co.uk/consumers)). Or at any post office.

Either way, try to have your Smart Card to hand. If you don't have it, just quote your 19-digit Smart Card number.



Viewing your top-up history

To view your top-up history for either gas or electricity, follow these steps:



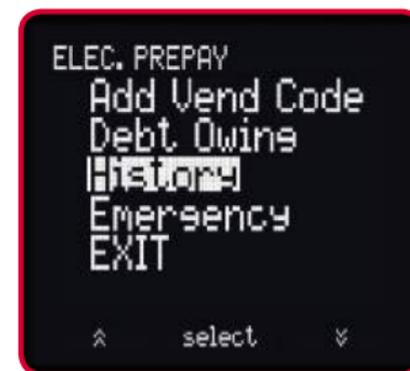
Start at the Home screen
Press Menu



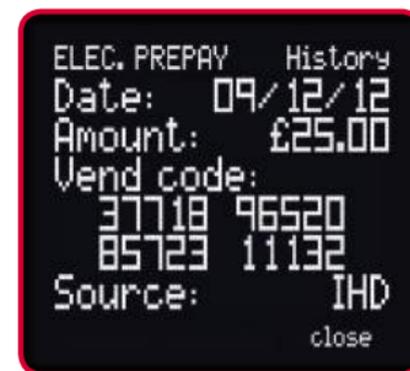
Highlight Gas Prepay or
Elec Prepay



Scroll down to History
and press Select



Choose the date
and press View



You'll see that day's
top-up

Top-up not showing?

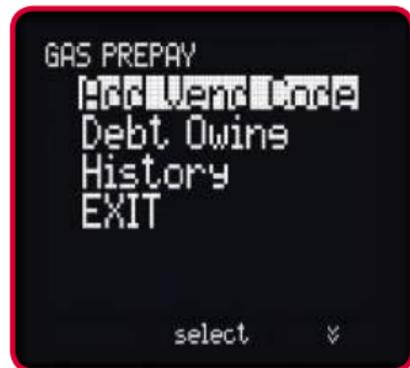
If a top-up doesn't appear automatically within an hour, enter the 20-digit top-up code (found on your receipt or confirmation) to apply the credit.



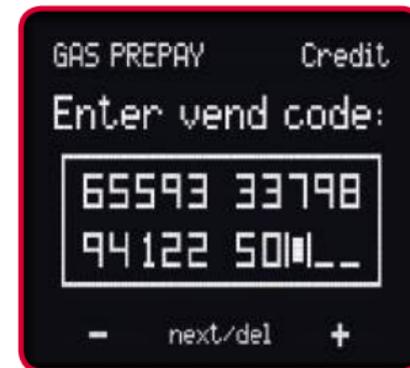
Start at the Home Screen
Press Menu



Select Gas Prepay, or
Elec Prepay, depending
on which failed to appear



Press Add Vend Code



Using the + and - buttons,
add the vend code.
Press Next to go to next
number, or touch and hold
to delete/correct an error



When you've added the
vend code, touch Exit. If
your top-up doesn't appear
within one hour please
contact us (see page 45)

You can also enter your top-up
code directly into the meter.
To find out how, visit
britishgas.co.uk/smartpayghelp



Checking your credit

It's easier than ever

With Smart Pay As You Go, you can keep tabs on your energy use and costs like never before. That's because your credit is:

- **Easier to view:** your gas and electricity credits are clearly displayed on your smart energy monitor to check any time you need to
- **Easier to plan:** having your credit visible all the time makes it much easier for you to plan your top-up routine

Smart Pay As You Go also makes it easier for us to alert you if your credit ever dips below your chosen level.

Remaining credit

How to view your credit:



At the Home screen, you'll see your credit with an estimate of how long it will last. In the example above, the gas credit will last about six days

Emergency credit and notifications

Please note the following symbols:

E (flashing) You've £5 emergency credit available in case you run out of gas and electricity and are unable to top up

E (solid) Emergency credit in use

E+ 'Friendly Credit' in use. This gives you some extra time to top up, and means your meter won't be disconnected, if you run out of credit during any of these times:

- **Monday to Saturday 18.00 to 09.00**
- **All day Sunday, up to 09.00 Monday**
- **English Bank Holidays**

We advise topping up whenever you see the **E** or **E+** symbols.

Note: any 'Friendly Credit' or emergency credit you use, or standing charges, will need to be repaid when you next top up, so we can start supplying you with energy again.

How to obtain emergency credit:



Start at the Home screen
Press Menu

To avoid being cut off, see page 46.
Topping up on Sundays? Please see page 46.



Choose the fuel you want emergency credit for (e.g. electricity)
Press Select



Scroll to Emergency and press Select. Your smart energy monitor will give you full instructions

If your electricity or gas has already disconnected, please see page 47 for instructions on how to reconnect so you can obtain emergency credit.

Controlling costs

Manage your energy use

Smart Pay As You Go allows you to budget for your energy use. Your smart energy monitor can:

- Set budgets for gas and electricity
- Set credit alerts so we can warn you if your credit dips below your chosen level

Of course, a budget is only right for you if the tariff you're on is too. So if you need to switch tariff you can. Simply visit britishgas.co.uk

Viewing your budget



The budget screen shows today's energy usage compared to your daily budget.

If you're on track to stay within your budget, a tick displays. Or, if you're likely to go over, a cross displays.

Setting your budget

Here's how to set your budget:



Start at the Home Screen
Press Menu



Scroll down to Budgets
Press Select



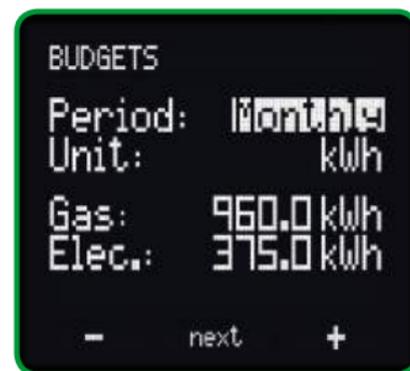
See your current budget
(on first use, this will be
the monitor's default budget).
To alter it, press Change

(Continued overleaf)

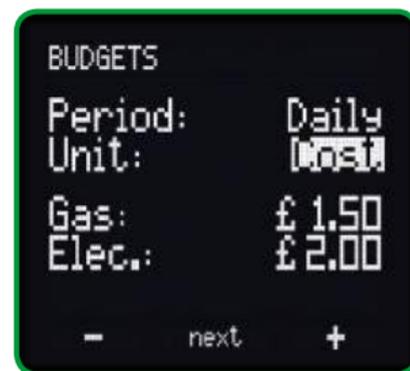
Setting your budget



To change the budget period, highlight the current frequency (in this case, Daily)



Use + or - to change the budget period



To change the unit, highlight the current unit and press on + or -



To change your budget for gas or electricity, highlight the amount you wish to use, or spend, and press + or -

Setting credit alerts

You can set your smart energy monitor to alert you every time your credit dips below a certain level:

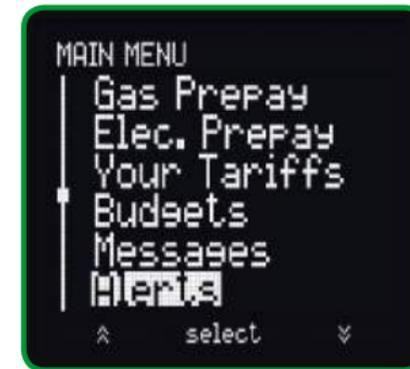
- 1 Start at the Menu screen and press Settings
- 2 Scroll down to select Credit Alert
- 3 View your current alert level for either gas or electricity, and select Change
- 4 Use + or - to change the threshold(s)

Viewing credit alerts

How to view your credit alerts:



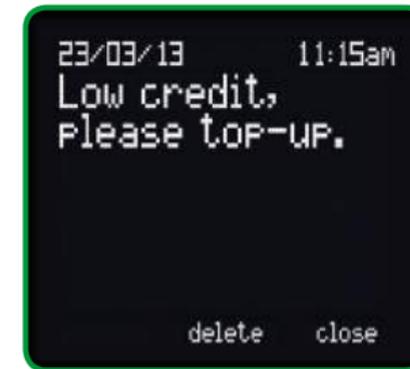
Start at the Home screen
Press Menu



Scroll to Alerts
Press Select



Scroll to the date you want
to see. Press Read



Seeing your energy usage

See it as you use it, in pounds and pence

As well as easier topping up, Smart Pay As You Go gives you:

- **Information:** you can see your energy usage while you're using it, and what it's costing, on your smart energy monitor
- **Insights:** your smart energy monitor also analyses your energy usage, warning you if it's high. It also lets you compare what you're using now with previous periods

All this makes it easier to make informed decisions about what to turn down or switch off to make savings.

See what you're using now



Your current usage is displayed on the left hand side of the Home screen. The outer gauge shows your electricity, and the inner flame your gas. Gas usage may take a bit longer to update – up to 30 minutes. You can use the touch-sensitive unit selectors to view your usage in pounds and pence, kilowatt hours (kWh), or carbon emissions.

Your electricity usage – High? Low? About right?



Your smart energy monitor's usage LED (showing in green here) shows you if your electricity use is low (green), medium (amber), or high (red).

View your current usage

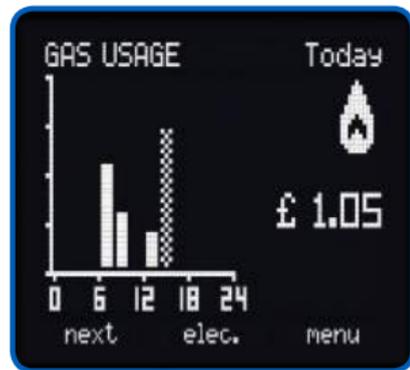
Here's how to check whether you're using more or less energy:



Start at the Home screen.
Select Budget

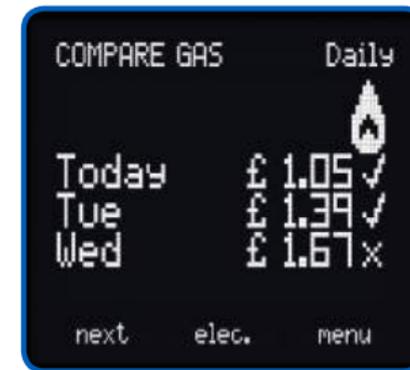


View today's gas and electricity budgets then select Usage for more details



Press Elec. to switch to information about your electricity usage

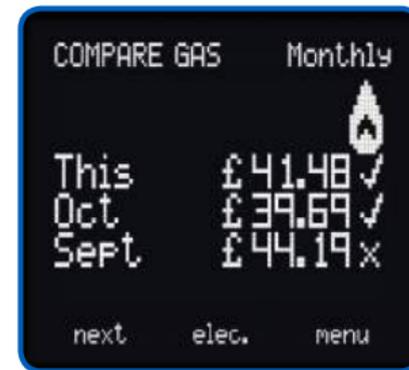
Comparing current and historical usage



Select Next to compare different periods



For example, compare this week's gas consumption with last week's



Or compare this month's gas consumption with other months. Press Elec. to compare your electricity consumption

Managing an outstanding balance

How do I pay back an outstanding balance?

If you owed us anything on your old meter, we'll have discussed it with you and agreed a manageable amount for you to pay back each week.

Here's how it's paid:

- Every hour, your smart meters will collect a portion of the repayment
- This will reduce the value of your total available credit
- Remember, this collection will continue even if your meters are out of credit
- When you next top up, you'll need to buy enough credit to cover the amounts that may have built up

If you ever feel your repayment amount no longer suits you, just give us a call on 0333 202 9862* and we'll look at the options.

How can I check what's left to pay back?

Go to 'gas prepay' or 'elec prepay' on the main menu and select 'debt owing'.

You'll see the total amount you still have to pay and how much you have agreed to pay back each week.

Need help?

Got a query? Need to talk to us?
Here are some frequently asked questions

FAQs

I've lost my Smart Card. How can I get a new one?

Call 0333 202 9862* and select the option to replace your Smart Card. We'll send a replacement within five days.

My smart meter isn't working

If your smart meter is faulty or damaged, please call us on 0330 100 0303* to report the problem. We'll arrange for an engineer to visit and get it working again. We'll only charge you if the meter has been intentionally damaged. Otherwise, there'll be no cost to you.

Why is my top-up not showing on my smart energy monitor or meter?

Your top-up may take up to an hour to appear. If it doesn't arrive, enter the 20-digit top-up code from your payment receipt into your smart energy monitor. To see how to enter the code, please refer to page 22.

Remember, you can't make repeat top-ups of the same amount more than once in 24 hours.

For example, if you top-up £10 today, you cannot top-up another £10 until after this time tomorrow. But you can top-up by £10 or £15 within that same 24 hours.

I've topped up on a Sunday and my credit hasn't appeared. Why is this?

On some Sundays, we carry out routine system maintenance. If you're unable to top up, you can manually enter your top-up code into your smart energy monitor or meter. See page 22 for instructions.

As Sundays are within our 'non-disconnect' period, your energy supply won't be affected, and when we're up and running again, you can top-up as normal.

How can I avoid running out of energy?

- **Watch for credit alerts.** Before your credit runs out, your smart energy monitor will display the Alert symbol, giving you time to top up. For more about credit alerts, see page 34
- **Access emergency credit.** You have £5 emergency credit for when you run out of gas and electricity and can't top up. See how to access it on page 26
- **Use 'E+' friendly credit.** If you run out of credit during a 'friendly credit' period, your meter won't be disconnected so you've got some extra time to top up. To find out more about friendly credit, see page 26

I've run out of energy. How do I top up?

Top up in your usual way but remember to purchase enough to repay any emergency credit or any energy you used during a 'non-disconnect' period. Or other charges since you ran out of credit.

To restore the gas supply:

First, make sure all gas equipment is switched OFF. Then press button B on your gas meter. Next, press and hold button A until you hear the supply come on.

To restore the electricity supply:

Press and hold button B on your electricity meter.

How secure is my data?

British Gas takes the responsibility of collecting and storing the data from smart meters very seriously. The smart meters we are rolling out meet very high security standards set out by the Government. Each part of the smart meter system – from the collection of readings to the communication of meter reading back to us – are protected by a very strong level of security. No personal data that could identify you is collected or shared.

To download a record of up to 24 months of your consumption, go to britishgas.co.uk/login

Need to contact us?

Online

britishgas.co.uk/smartpayg

By email

customerservice@britishgas.co.uk

By phone

0333 202 9862*

If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626*.

*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

All the information included in this applies to both British Gas and Scottish Gas customers.

British Gas is a signatory to the Smart Metering Installation Code of Practice (SMICoP) which has been approved by OFGEM.

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