Your guide to using your pay as you go gas meter
Why pay as you go?

A pay as you go gas meter is an excellent way to control your spending and help you to budget, as you pay for the gas as you use it.
Getting started with a gas meter

Before topping up
• You must activate your gas card before you buy credit for your gas. Simply insert the card in to your gas meter and leave it in for **one minute** whilst it updates your details.

**IMPORTANT**
If you don’t leave the card in for a full minute your meter won’t recognise your card and you won’t be able to use any of the gas you buy with it.

After topping up
• Please do not leave your gas card in your meter, as this will shorten the meter’s battery life.

You should only use the card provided by British Gas, please do not use your previous suppliers’ card, as any credit you purchase will not transfer to the meter.

Understanding the screens
To find the screen you want, follow these simple steps:
• Have your card handy (but do not put it in the meter unless asked to).
• Press and hold the RED BUTTON A until you hear a beep, then release the button.
• Repeatedly press RED BUTTON A. You will see that this takes you through a series of numbered screens which provide you with information about your meter.

Our information service is available 24 hours a day 0800 587 6567
Buying credit

Where?
You can buy credit from any outlet displaying the PayPoint symbol or at some Post Offices. For details of your nearest outlet visit paypoint.co.uk or postoffice.co.uk or call us on 0800 048 0303*.
Or you can use our Home Energy Top Up service. To find out more about this visit britishgas.co.uk/topup

How much?
With a pay as you go meter, you can top up as often and as much as you need. We recommend that you top up at least £15 of credit per week especially if you’ve used the emergency credit.

Remember, if we have agreed a weekly repayment amount with you, you need to make sure that you buy enough credit to cover the repayment and the gas you use for the week. And don’t forget to top up enough credit if you go away for a few days or prior to public holidays as this will help you to avoid running out of gas.

Transferring credit to your meter
• Put your card into the meter. The display will show the amount of credit on the card.
• Press RED BUTTON A to transfer the credit to the meter.
• If you are topping up after having run out of gas, for your safety, the meter may ask you to check that all gas appliances are off. If they are, press and hold RED BUTTON A. This will turn your gas supply back on.

Our information service is available 24 hours a day 0800 587 6567 britishgas.co.uk/payasyougohelp
Emergency credit

If you can’t get to your local outlet to top up and you need gas immediately, you can get up to £5 of emergency credit.

How do I access emergency credit?
Put your card in the meter and:

- Check all your gas appliances are switched off.
- You’ll see a message: ‘PRESS BUTTON A to accept the emergency credit’.
- Press the RED BUTTON A and your emergency credit is ready to use.

IMPORTANT: After you have used up all your emergency credit, your supply could shut off until you pay back what you owe. We recommend you top up at least £15 to pay back the emergency credit and have credit available for gas.

Remember if we have agreed a weekly repayment amount with you, make sure you top up enough to cover this too.
Paying an outstanding bill

With a pay as you go meter you can pay off an outstanding bill. We'll agree a weekly repayment amount with you which will be paid through your meter.

How it works

• Every week you should top up with enough to pay your agreed weekly repayment amount and for the gas you will use – the meter looks for your repayment amount on a Wednesday.

• Therefore you should top up your meter on a Wednesday or as soon as possible after. When you insert your payment into the meter, your weekly repayment amount will be taken.

• **Screen 03** will tell you how much credit will be available for gas.

• **Screen 01** will tell you how much credit went towards the weekly repayment amount.

• If you fail to top up on a weekly basis the meter will deduct credit from your ‘credit available for gas’ each night to satisfy the agreed weekly repayment amount.
Keeping track

These screens can help you keep track of how much you've paid towards your outstanding bill and how much is left to pay.

**Screen 26** Your agreed weekly repayment amount for paying any outstanding bills.

**Screen 27** The total outstanding amount you owe.

If you notice that your outstanding amount is not displayed on your meter please contact us as soon as possible otherwise this will delay your payment.

Please note: If you have an outstanding balance you must buy credit each week even if you are not using gas. If you do not top up each week or you do not top up enough to cover your repayments, we may increase your weekly repayment amount.
### Troubleshooting

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<th>Problem</th>
<th>Possible cause</th>
<th>Things to check</th>
<th>What to do</th>
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<tr>
<td>'Card not accepted' message appearing on your meter when card inserted.</td>
<td>There may be dust on the card. Details on card not recognised by meter. There may be a fault with your meter.</td>
<td>Wipe the card with a clean, dry cloth and start again.</td>
<td>If you keep getting the same message, take the card out of the meter. Is the message still on the screen? If it is, there's a meter fault and you need to call 0800 048 0303*. If the message disappeared when your card was removed, you need a replacement card. See overleaf. There may be an issue with the information programmed on your card. Call us on 0800 048 0303*. There is a fault with your meter. Call us on 0800 048 0303*.</td>
</tr>
<tr>
<td>Display screen does not change when card inserted into the meter.</td>
<td>There may be a fault with the slot reader in your meter.</td>
<td>Insert your card in the meter the opposite way round from usual. If the display does not change then you have a meter fault.</td>
<td>There is a fault with your meter. Call us on 0800 048 0303*.</td>
</tr>
<tr>
<td>'Card fail' message appearing on your meter.</td>
<td>There may be dust on the card, or your card has been placed into the meter slot the wrong way round.</td>
<td>Wipe the card with a dry cloth and try again. Ensure card is being inserted into the meter correctly.</td>
<td>If you continue seeing the same message, you need a replacement card. See overleaf.</td>
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britishgas.co.uk/payasyougohelp
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<td>Replacement card required.</td>
<td>Lost, stolen or faulty card.</td>
<td>If you’ve lost your card we recommend that you look for it once more before taking any action as there may be a charge for a replacement card.</td>
<td>If you still can’t find your card, you’ll need to get a replacement card from a participating PayPoint outlet. To find your nearest participating outlet, please visit <a href="http://www.paypoint.co.uk">www.paypoint.co.uk</a> or call 0800 048 0303*. The nearest participating outlet may not be your usual outlet. The quickest way to get a replacement card is to go to your participating PayPoint outlet. But if you can’t get to an outlet to buy a replacement card, please call 0800 048 0303*.</td>
</tr>
<tr>
<td>Blank screen.</td>
<td>A screen saver is on your meter which will make the screen go blank when not in use to save the life of your meter’s battery.</td>
<td>Press RED BUTTON A or insert your card to reactivate the screen.</td>
<td>If the screen does not reactivate and you have no gas, your battery may be flat. Call us on 0800 048 0303*.</td>
</tr>
<tr>
<td>Meter has turned off.</td>
<td>Meter has run out of emergency credit.</td>
<td>Ensure all appliances are switched off. We recommend you top up at least £15 to pay back the emergency credit and have credit available for gas. Once you have topped up, insert the card and follow the on screen instructions.</td>
<td></td>
</tr>
<tr>
<td>Dashes appear on the screen.</td>
<td>Your meter has developed a fault.</td>
<td>Call us on 0800 048 0303*</td>
<td></td>
</tr>
<tr>
<td>Your meter displays ‘CALL HELP’.</td>
<td>There is a fault with your meter.</td>
<td>Call us on 0800 048 0303*</td>
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Getting in touch

Call our dedicated team on 0800 048 0303*
– Lines open 24 hours a day, 7 days a week
Website britishgas.co.uk/payasyougohelp
Our information service is available 24 hours a day
0800 587 6567
Post British Gas, PO Box 3055, Eastbourne BN21 9FE

Please remember that you will need to be able to access your meter when you contact us.

Energy efficiency advice

We can provide you with advice and information on how you could save energy and money.

Simply call us on 0800 072 8629*
(lines are open Monday to Friday 8am to 5pm), or visit britishgas.co.uk/energyefficiency

Our information service is available 24 hours a day 0800 587 6567
If you would like to receive this information in an alternative format such as large print, braille or audio, call us on 0800 072 8625*.

If you speak a language other than English, tell us when you call and we’ll arrange for an interpreter to help you.

*Calls are free from a BT Calling Plan. Mobile and other providers’ charges may vary. Lines are open 24 hours a day, 7 days a week. Calls may be recorded and or monitored for quality assurance and compliance purposes. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.
Moving home?

Call us on 0800 048 0303* at least three working days before you move to your new home and we can ensure you receive your card in time so you don’t need to worry about being without gas.