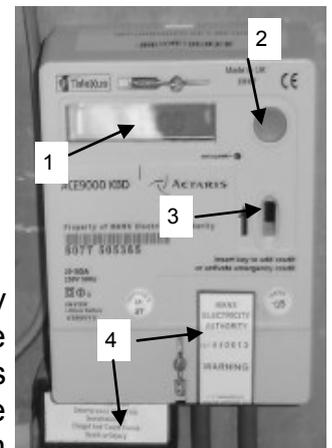


PAY AS YOU GO METER USER GUIDE



The “Pay As You Go” meter gives you the advantage of paying for your electricity consumption ‘as you go’ and can allow you to gradually pay off any outstanding arrears at an agreed weekly rate.

The image to the right illustrates a typical pre-payment meter.



1. Digital display Screen
2. Blue push button
3. Key-receptor to insert Key
4. Security seals

A credit of £20.00 has been automatically programmed for you in the “Pay As You Go” meter, which is a sufficient amount to tide you over until the Key arrives. You should receive the Key within 5 days of installation. As soon as the Key arrives you are able to purchase credit, however please ensure that you retain the vend receipt provided until the credit has been transferred on to the meter.

Keep the Key clean and in a safe place and never use the Key in someone else’s “Pay As You Go” meter, it will not work. Should you experience any difficulties with the “Pay As You Go” meter then please contact our Customer Services Team on 687675.

Where can I charge the Key?

There are currently 22 Vending Stores throughout the Island, which are identified for you on the back of this leaflet.

Please note:

You can buy a minimum of £5.00 and a maximum of £50.00 on the Key at any one time. The “Pay As You Go” meter can hold a maximum of £255.00 at any one time.

What do I do once the Key has been charged?

Remove the Key from its protective cover and insert the Key into the meters Key receptor, which is labelled as number 3 on the above diagram. The arrow on the end of the Key must be pointing upwards. The meter will accept the Key and will transfer all the credit you have bought into the meter. Remove the Key by pulling it towards you.

The first display on insertion of the Key will show how much credit the Key was charged with and then it will show you the total credit in the meter including the amount vended as this example shows on the right.



The above display is important as it always confirms how much credit you have available.

How to maintain your electricity supply

- Never let your credit run out as your electricity supply will disconnect*. A warning beeper will sound for a short period of time when you have only £1.00 of credit left, which is when you can invoke the Emergency Credit.
- If you have arranged to pay off any arrears via the “Pay As You Go” meter, your credit will continue to reduce even though you may not be using any electricity. Please bear this in mind if you go on holiday.

* Some “Pay As You Go” meters will not disconnect between the hours of 21.00 and 08.00. This means that if the meter runs out of credit between these times, the supply will not turn off until 08.00hrs the next morning. The Emergency Credit facility can be activated in these circumstances, however if all £6.00 of the Emergency Credit has been used during the non disconnection times, the supply will not be restored until sufficient credit has been added.

What happens if I run out of credit?

It is essential that you monitor the credit on the “Pay As You Go” meter to prevent you from running out, however, we are aware that there may be times when you may not be able to get to a shop in time to purchase more credit prior to the credit running out completely. Therefore, an Emergency Credit of £6.00 has been programmed into the “Pay As You Go” meter for such emergencies.

Remember that this Emergency Credit has to be paid back.

How do I activate the Emergency Credit?

The Emergency Credit facility can be only be activated if you have less than £1.00 left or if your credit has run out altogether.

To activate the Emergency Credit place the Key in to the meter and the £6.00 credit will automatically be given, as this example shows on the right.



REMEMBER: when you next charge the Key you will have to pay back any part of the £6.00 that you have used.

You must charge the Key as soon as possible after activating the Emergency Credit as once the £6.00 Emergency Credit is used your supply will disconnect.

To check how much credit is required to pay back into the meter, press the blue display button until you reach display B. You must ensure that the meter is returned to credit with a minimum of £1.00 otherwise the Emergency Credit will not be available.

ONLY USE EMERGENCY CREDIT WHEN YOU CANNOT CHARGE YOUR KEY

Emergency Credit is there for Emergencies only. If you run out of Emergency Credit your supply will go off and it will not be restored until you charge the Key.

How do I restore power?

In order to restore supply, one of the following will need to be done:

If the meter:

- 1) has no pre-existing debt and the Key is still in the meter, remove the Key and reinsert, this will activate the Emergency Credit.
- 2) has used more than £6.00 or it is already on emergency during the non disconnection period then the Emergency Credit will not work and the meter display will show a value with the word debt above on display A.
- 3) has a pre-existing debt then the amount of debt displayed on display A will increase each hour depending on the payback per week set for the debt, plus the Emergency Credit and this needs to be taken into account when putting more money on the Key.
- 4) is one which does not disconnect between the hours of 21.00hrs and 08.00hrs, the Emergency Credit facility can be activated, however if you have used £6.00 or between the above hours, you must recharge the Key (including the £6.00 Emergency Credit that has been used)
- 5) display shows any error message and or code, contact us immediately with the details of the error message/code.

To check how much credit is required to pay back into the meter, press the blue display button until you reach display B. If power has still not returned check if you have a trip switch and if it has been activated.

The display update screen will normally only go blank if there is no incoming supply to your property, which may indicate that we have a power problem on the network. Should this be the case call us on 687687 immediately to report your power failure.

How do I report a fault outside of normal working hours?

WE....

- will assess your individual situation and advise you when a member of staff can be expected on site and of the appropriate charge.
- this charge will be programmed on to the pre-payment meter and recovered at a minimum repayment rate of £10.00 per week.
- should a fault be found with our equipment then there will be no charge.

YOU....

Can report a fault by calling 687687 and provide us with the following details:

- Your Name
- Address
- Contact Details
- Access Arrangements
- Any error messages that may appear on the digital display screen.

Charges

The Standing Charge will be collected from the meter at a rate of 1.36p per week. The only other charges you will encounter are for staff Call Outs, outside of our normal working hours.

These charges are detailed below:

Monday to Saturday	4.30 pm to 10.00 pm	£ 90.00 excl. VAT @ 20%
Saturday	9.00 am to 4.30 pm	£ 33.33 excl. VAT @ 20%
Sundays and Bank Holidays	8.00 am to 10.00 pm	£120.00 excl. VAT @ 20%
Any call outs	after 10.00 pm	£150.00 excl. VAT @ 20%

If the fault is found to be on our equipment then you will not be charged for the Call Out. These costs are subject to review. Updated literature will be made available on our website and at Ballacottier Headquarters.

What do I do if I lose the Key?

Contact our Customer Services Team on 687687, during office hours who will arrange to replace the Key. It is our policy to collect a £20.00 deposit for this replacement, this cost is subject to review.

How do I find out what my debt balance is?

Insert the Key into the "Pay As You Go" meter and press the blue button, until the letter "S" is displayed on the left hand side of the display screen. The debt balance will then be displayed.

What happens when my debt balance is cleared?

Any debt programmed on to the meter will be collected each hour. The amount that is being collected will be agreed with you in advance and programmed on to the pay as you go meter. Once the total debt has been collected from the "Pay As You Go" meter, the debt collection will cease automatically.

What happens to the pre-payment meter if I move home?

You must always advise us that you are moving house by completing an Application For Supply And/Or Termination of Supply form. Once submitted we will arrange for a "Pay As You Go" meter (if still required) to be installed into your new home. You must return the Key to the Manx Utilities Headquarters for your refund, do not leave the Key in the current meter for future owners/tenants, please also note that the old Key will not work in a new pay as you go meter.

Revenue Protection

No one other than authorised officials of Manx Utilities are permitted to connect to, remove or otherwise alter our apparatus.

Tampering with our equipment is a criminal offence, doing so can also be extremely dangerous!

Should you suspect that a meter is being tampered with or you suspect someone is tampering with their electricity supply then please contact Revenue Protection on 687663 or email revenueprotection@manxutilities.im

Where can I charge the Key?

DOUGLAS & ONCHAN	Please note: times stated maybe subject to change		Telephone
Ballacottier Headquarters * Excludes Bank Holidays	8.30am - 5.00pm 8.30am - 4.30pm	MON-THU FRI	687687
Co-op, Prospect Terrace	8.00am - 10.00pm	MON-SUN	675780
Co-op, Duke Street *	7.00am - 10.00pm 9.00am - 5.00pm	MON-SAT SUN	663693
Co-op, Onchan	8.00am - 10.00pm	MON-SUN	675937
Spar, Castlemona	7.00am - 10.00pm	MON-SUN	675970
Spar, Willaston	7.00am - 10.00pm 8.00am - 10.00pm	MON-SAT SUN	673866
Spar, Anagh Coar	7.00am - 11.00pm	MON-SUN	624848
Spar, Strand Street *	8.00am - 6.00pm 9.00am - 5.00pm	MON-SAT SUN	674694
Hanly's Store, Westmoreland Road, Douglas	7.30am - 8.00pm 8.00am - 7.00pm 9.00am - 6.00pm	MON-FRI SAT SUN	665418
The Top Shop, Pulrose	8.30am - 9.00 pm 9.00am - 9.00 pm	MON - SAT SUN	673762
NORTH & EAST			
Co-op, Ramsey *	8.00am - 10.00pm	MON-SUN	813129
Spar, Ramsey *	7:30am - 6:30pm 7:30am - 5:00pm	MON-SAT SUN	813883
Spar, Ballaugh	6.30am - 10.00pm 7.00am - 10.00pm	MON-SAT SUN	897232
Co-op, Laxey	8.00am - 10.00pm	MON-SUN	861335
Andreas Stores	7.30am - 8.00pm 7.30am - 5.00pm	MON-SAT SUN	880246
Jurby Stores	8.00am - 6.00pm 9.00am - 4.00pm	MON-SAT SUN	899987
SOUTH & WEST			
Co-op, Port Erin *	8.00am - 10.00pm	MON-SUN	832253
Ballasalla Mini Market	6.30am - 9.00pm 7.00am - 9.00pm	MON-SAT SUN	824801
Station Garage, Castletown *	8.00am - 9.00pm	MON-SUN	823211
Spar, Peel *	7.00am - 10.00pm	MON-SUN	842729
Mace Store, Ballawattleworth, Peel	7.30am - 10.00pm 8.00am - 10.00pm	MON-SAT SUN	842585
Calvert News, Port St Mary	7.30am - 6.00pm 7.30am - 5.30pm 8.00am - 5.00 pm	MON-FRI SAT SUN	833118

*** New and replacement keys can be collected from the outlets marked with an asterisk, however an authorisation code must first be obtained by ringing our Customer Services team on 687675, during the office hours stated above.**