

PREPAY (KEY) METER USER GUIDE

What is a key meter?

The prepay key meter gives you the advantage of paying for your electricity 'as you go' and allows you to gradually pay off any outstanding arrears at an agreed weekly amount.

The images to the right illustrate a typical prepay key and a meter.

If we have recently installed a prepay meter it will be programmed with £20 credit and will maintain your supply until the key arrives, which is to be repaid by you through the meter. You will receive the key within 5 days from installation. When you receive the key you will be able to purchase credit, please ensure that you retain the vend receipt until the credit has been transferred on to the meter.



Keep the key clean and in a safe place. You will not be able to use the key in someone else's meter as it will not be recognised.

Where can I put money onto the key?

There are currently 20 vending stores throughout the Island, which are identified for you on the back of this leaflet. You can buy a minimum of £5 and a maximum of £200 at any one time. The meter can hold a maximum of £255.

What do I do once the key has been topped up?

Remove the key from its protective cover and insert into the meters receptor, which is next to the arrow on the above meter image. The arrow on the end of the key must be pointing upwards. The meter will accept the key and will transfer the credit onto meter.

When you insert the key the display screen will show how much credit it was charged with. It will then show you the total credit in the meter including the amount vended as this example shows below.



Top tips

- If possible, 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 reached £1.00 credit, this is when you can invoke the emergency credit.
- If you have arranged to pay off any arrears via the prepay meter, your credit will continue to reduce even though you may not be using any electricity. Please keep this in mind if you go on holiday.

*Some meters will not disconnect between the hours of 8.00pm and 8.30am Monday to Saturday and all day Sunday, including bank holidays (excluding Senior Race & Tynwald Day). This means that if the meter runs out of credit between these times, the supply will not turn off until 8.30am 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.

PREPAY (KEY) METER USER GUIDE

What happens if I run out of credit?

It is essential that you monitor the credit on the meter display to prevent you from running out. We are aware that there may be times when you may not be able to get to a store in time to purchase more credit. An emergency credit of £6.00 has been programmed into the meter for your use.

Remember that this emergency credit has to be repaid by you

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

To activate the emergency credit place the key in to the meter and the £6.00 credit will automatically display, as the example shows. If an error message appears please make a note of it and contact us on 687675.



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 as once the £6.00 is used your supply will disconnect and will not be restored until you charge the key again.

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.

How do I restore power?

Scenario	Advice
No debt collection in operation, and the key is still in the meter	Remove the key and reinsert, this will activate the emergency credit.
Debt currently being collected	The amount of debt displayed on "display A" will increase each hour depending on the payback per week set in the meter, plus any emergency credit used. The amount needed to restore power will be displayed on "display B" (press the blue button until this is displayed).
Non-Disconnect feature is not enabled on my meter	The emergency credit facility can be activated, however if you have used the £6.00 emergency credit, you must recharge the key (including the £6.00 Emergency Credit that has been used).
Meter display shows an error message and or code	The codes and further details can be found on our website. You can also contact us for advice on 687687.

If power has still not returned, check if your trip switch needs resetting. The display 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.

PREPAY (KEY) METER USER GUIDE

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

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

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

We will assess your individual situation and advise you when a member of staff can be expected on site and appropriate charges.

The call out charge will be recovered through the meter at a minimum repayment rate of £10.00 per week.

Should a fault be found with our equipment then there will be no charge.

Charges

The standing charge will be collected from the meter at a rate of 1.40p per week. Call outs for our Meter Technician, outside of our normal working hours are as follows;

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

What do I do if I lose the Key?

Contact our Customer Services Team on 687675, during office hours who will arrange to replace the key. It is our policy to collect a £20.00 deposit for this replacement, and is subject to review.

How do I find out what my debt balance is?

Insert the key into the meter and press the blue button, until the letter S is displayed on the left hand side of the screen. The debt balance will then appear.

What happens when my debt balance is cleared?

Your debt will be reduced hourly from your credit balance on the meter. The weekly amount being collected will be agreed with you in advance and will be programmed on to the meter. Once the total debt has been paid collection will cease automatically.

What happens to the 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 prepay key meter to be installed into your new home. The old key will not work in a new prepay key meter. You must return the key to our Headquarters to collect your deposit refund. Do not leave the key in the meter for future tenants/owners. The old key will not work in a new prepay meter key meter.

Important Warning

No one other than authorised officials of Manx Utilities are permitted to connect, to remove or otherwise alter our equipment. 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 our Revenue Protection on 687663 or email revenueprotection@manxutilities.im

PREPAY (KEY) METER USER GUIDE

Where can I charge the Key?

DOUGLAS & ONCHAN

		Telephone
Ballacottier Headquarters * (Exc Bank Holidays)	8.30am - 5.00pm MON-THU 8.30am - 4.30pm FRI	687687
Co-op, Duke Street *	7.00am - 10.00pm MON-SAT 9.00am - 5.00pm 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 MON-SAT 8.00am - 10.00pm SUN	673866
Spar, Anagh Coar	7.00am - 11.00pm MON-SUN	624848
Spar, Strand Street *	8.00am - 6.00pm MON-SAT 9.00am - 5.00pm SUN	674694
Hanly's Store, Westmoreland Road, Douglas	7.30am - 8.00pm MON-FRI 8.00am - 7.00pm SAT 9.00am - 6.00pm SUN	665418
The Top Shop, Pulrose	8.30am - 9.00pm MON - SAT 9.00am - 9.00pm SUN	673762
NORTH & EAST		
Co-op, Ramsey *	8.00am - 10.00pm MON-SUN	813129
Spar, Ramsey *	7.30am - 6.30pm MON-SAT 7.30am - 5.00pm SUN	813883
Co-op, Laxey	8.00am - 10.00pm MON-SUN	861335
Andreas Stores	7.30am - 8.00pm MON-SAT 7.30am - 5.00pm SUN	880246
Jurby Stores	8.00am - 6.00pm MON-SAT 9.00am - 4.00pm SUN	899987
SOUTH & WEST		
Co-op, Port Erin *	8.00am - 10.00pm MON-SUN	832253
Ballasalla Mini Market	6.30am - 9.00pm MON-SAT 7.00am - 9.00pm 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 MON-SAT 8.00am - 10.00pm SUN	842585
Calvert News, Port St Mary	7.30am - 6.00pm MON-FRI 7.30am - 5.30pm SAT 8.00am - 5.00pm SUN	833118

times stated maybe subject to change

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