

YOUR PAY-AS-YOU-GO GAS METER GUIDE



Here at Flogas Natural Gas we know how important it is to assist our customers in finding the correct solution to manage their natural gas account. Your new Pay-As-You-Go (PAYG) Meter is just one of the many solutions we can offer for your energy needs. Pay-As-You-Go meters also known as prepayment meters allow you to budget your account by operating a system whereby you pay for gas as you use it.

As you are aware your Pay-As-You-Go meter has now been installed. At the time of installation the fitter will have left a Gas Card with you. This card will be needed to top up your meter. You can top up your meter at any shop displaying the "PAYZONE" sign.



LET'S GET STARTED

- Before you buy any credit for your Gas Meter it is important that you insert your Gas Card into the meter. Failure to do this will result in the Gas Card being rejected at the Payzone Outlet.
- You should insert the card in the meter with gold coloured chip facing towards the meter.
- Once you have inserted the card, you should leave it in the meter for 30 seconds.
- Once you have removed the card from the meter you should bring it with you to the Payzone Outlet so that you can Top Up.
- Once you have bought your credit, you should bring the card home and insert it into your meter.
- When the card is inserted into the meter the credit you have bought will move off the card to the meter. The Display will show the amount of credit on the Gas Card.
- To transfer the credit bought to your meter you should press the red A button on the meter.
- Some of the credit you have bought will always be added to the CREDIT screen (further details of the gas credit allocations are contained later within this leaflet).



HAS YOUR GAS BEEN SWITCHED OFF?

If your gas meter runs out of credit, the shut off valve in the meter will close. This is a safety feature in the meter. The display will also show "OFF".

When you top up the meter the meter will display a message to check that all your appliances are switched off, this is a safety requirement and you **MUST** make sure that all appliances are off before you proceed.

Once you have confirmed your appliances are off you can proceed by pressing the red A button on the meter to open the valve. You should continue to hold the A button until the display screen changes.

Once the valve is opened the meter screen display will show "ON"

It can happen that the card insert can timeout - should this happen the screen display will change to read "TIMEOUT! REMOVE CARD & TRY AGAIN"

YOUR GUIDE TO BUYING CREDIT

You can buy credit for your meter by bringing your Gas Card & payment to any outlet showing the "PAYZONE" outlet sign. You can find your nearest Payzone outlet at www.payzone.ie or by calling 1850 30 10 30.

The minimum top up amount which will be accepted is €10.00

The maximum top up amount which will be accepted is €50.00

Your card can hold up to a maximum of €250.00 credit at any given time

We would however recommend that you always remember to top up your meter with the credit you have bought and not leave it on your card.

We would also recommend that you keep your receipt as proof of purchase as it is useful in case there is any issue or dispute.

Should you misplace your card and require a new one you can purchase same at any Payzone Outlet. The cost for the new card is €1.00, this must be paid to the outlet. To use the new Gas Card you must insert it into the meter **BEFORE** buying credit and then you can use it as normal.

After you have used your new Gas Card you should destroy your old card as it will no longer work. If you believe you have credit on the old Gas Card you can contact our Customer Service Team on 041 214 9500 to discuss same.

The Credit you purchase shall be used for the following once inserted into your meter:

- Pay for your gas as you use it
- Pay a part of your standing charge every day
- Pay for a contribution towards any debt you may owe from old gas bills or any emergency credit you have borrowed.

EMERGENCY CREDIT

In the event that your meter falls below a certain level you will be offered Emergency Credit. This is credit you can borrow until you next buy credit to top up your meter. To use the Emergency Credit you should:

- Insert your Gas Card into the meter
- When the Emergency Credit is offered to you, you can accept it by pressing the red A button on the meter
- When you use any of the Emergency Credit you **MUST** pay it all back before you can use it again.

You can see how much Emergency Credit you have left or have used by removing the gas card, press the A button and release same.

You should note that when you use Emergency Credit, it is only used for Gas Usage. Any debt on your meter is not re-paid, also your standing charge is not paid and will be built up as a debt which will be taken when you next top-up your meter.

STANDING CHARGE

A daily standing charge is charged to you and is taken from your credit every morning at 2.00am. This charge is part of your tariff agreement with Flogas Natural Gas. If you have no credit left on your meter the standing charge will build up on the meter and will be taken from your next top up. You can view this amount on the “Owed” display screen on the meter. You can also view the actual amount of standing charged per day on screen 17.

You should note that even when gas is not used, standing charge still applies and therefore it is important to top your meter regularly to avoid the build up of standing charge owed, i.e. in the summer months.



METER INFORMATION

Your meter holds information which may be of interest to you and you can view this information directly on the meter display screen. To access the display screens you should hold the Red A Button on the meter until you hear a beep noise. To move through display screens keep pressing the red A button. If you have a Gas Debt the Gas Card must be in the meter to view screens 23-31.

The most commonly used Display Screens are as follows:

00	How much money you last put in the meter
01	Last amount of money taken for Debt
02	Last amount of money taken to repay Emergency Credit
03	Last amount given for gas
17	Daily Standing Charge
21	Amount of money you must have on your meter before Emergency Credit will be offered
22	Amount of Emergency Credit that you will be offered
24	Debt Recovery Rate
27	Gas Debt Remaining
32	Your Customer Reference Number
33	Last Credit Adjustment

DEBT RECOVERY RATE

If you have a debt with Flogas Natural Gas, 25% of your credit will go towards repaying your arrears each time you top up your meter, the balancing 75% will then go towards usage and other charges such as the standing charge and Emergency Credit.

LAST CREDIT ADJUSTMENT

Should you be due a credit to your account Flogas will send the details of the credit to Payzone so that you may collect same when you next top up your Gas Card. After you have collected the credit and inserted your card into the meter, the credit adjustment will show on display screen 33.

NATURAL GAS ALLOWANCE

Flogas Natural Gas can facilitate the adjustment to your account for your Natural Gas Allowance once approved by the Department of Social & Family Affairs by transmitting a Credit Adjustment to you.

GAS CARD ISSUES

If your meter will not read your card, please remove the card from the meter wipe clean with a dry cloth and re-insert the card into the meter.

If the card still does not work, press the red A button, if the display screen shows 0.00 on card, you will need to return to the Payzone outlet where you purchased the credit as the card has not been credited correctly.

If Card fail/Card not accepted appears on the screen, please check to ensure you are using the correct Gas Card for your meter.



MOVING HOUSE

If you are moving house, you must give us at least seven days notice before you move by calling our Customer Service Team on 041 214 9500.

CUSTOMER SERVICE FOR PAY-AS-YOU-GO CUSTOMERS

Should you have any queries in relation to how to operate your meter, where to buy credit or indeed general account queries, please do not hesitate to contact our Customer Service team on 041 214 9500.

SAFETY

If you smell gas at home or on the street, don't assume that someone else has reported it. If you smell gas at home, do not switch anything electrical on or off. Do not smoke or use a naked flame. Open windows and doors. If the smell persists, turn off your gas meter.

CALL BORD GAIS NETWORKS 24 HOURS A DAY ON 1850 20 50 50

If your phone is close to a leak or suspected leak, use a neighbour's phone or the nearest public phone to call.

For more information please contact Flogas:

DROGHEDA

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