

Pre Payment Meter Advice

A Press announcement 19.03.2020 announced no one on a pre-payment meter will be disconnected. All providers to offer three weeks Emergency Credit

If you are unsure of how you will:

- Top up if top up points close
- Manage if you go into self-isolation
- Afford to pay if you are on reduced income

Please contact your provider direct.– It is important you speak with them as they will be able to advise you of what measures can be put in place.

BE PREPARED

Can you:

Top up over the phone – A phone top up may mean the top up still needs to be collected at the Top up point someone can pick this up for you if you are in isolation

Top up on line - If you or you know of someone who will not be able to do this they can nominate someone to act on their behalf as a “Third Party” The customer would need to speak to the provider in the first instance.

Use an Automated top up service – This may need to set up in advance

Check on relatives / neighbors / young mothers / anyone with an underlining health condition to ensure they have a measure in place.

SSE

Online top ups www.sse.co.uk/topup

Automated payment line 0121 621 4038 option 2

SWALEC

Contact number for advice 03450717806

If you need debt advice contact The National Debt Helpline

Freephone: **0808 808 4000**