



ELECTRICITY METER TOP UPS

31.3.2020

Dear parents/carers,

Those at home self-isolating may be using more electricity than usual and might be worried about going out and being able to top up their meters. We have been advised that if people can they should ask friends and family to help.

If you do not have help this information might be helpful to you. Contact the numbers below, the supplier will send 2 weeks' worth of power to you or a similar amount.

BRITISH GAS Please call 0330 100 0303 Monday to Friday, 9am-5pm and we'll help you.

EDF Call 0330 200 5110 We also operate a friendly, non-disconnection policy on most meters. So if you run out of credit after 6pm your electricity will not go off until 9am the next day. This operates from 6pm to 9am Monday to Friday, 6pm on Saturday and any time on a Sunday or Bank Holiday, until 9am the next day

EON If your meter falls below 50p of emergency credit for electricity, or if you're off supply for gas, you need to contact us and we will send an engineer to your home. It's important to remember that any credit we issue will need to be repaid in order to reinstate customers' energy supply. 0345 052 000

- For electricity customers, where the meter is outside your property, we'll put enough credit on the meter to ensure you remain on-supply throughout your self-isolation period.
- Where the meter is inside, we'll leave a meter key at your doorstep, make contact with you, and check the key works before leaving the property.
- For gas customers, where the meter is outside, we'll supply a maximum of £5 credit (this an industry restriction) and will also send a card in the post containing extra credit.
- Where the meter is inside, we'll still attend the property and supply a maximum of £5 credit and send a card in the post with additional credit

N POWER Call 0800 073 3000 No further details on the website.

SCOTTISH POWER Please call us on 0800 027 0072.

SSE Call us on 0345 600 2006 (Monday to Friday: 8am-8pm; Saturday: 9am-6pm; Sunday: 9am-5pm) so we can work out how to help. Our call centre might be busier than usual, but bear with us. Once you're through we'll review your individual situation and talk you through the options.

I know this isn't all suppliers but it's the main big ones. The others should have something similar in place as Ofgen have said they should.

I hope this helps,

With kind regards,

Zoe Avastu
Headteacher