

Prepayment meter supplier rules

Some people find a prepayment meter (sometimes called a pay-as-you-go meter) a useful tool for managing their energy. But suppliers cannot force highest risk customers to have a prepayment meter, including:

1

Households which require a continuous supply for health reasons, including dependence on powered medical equipment.

Households with an older occupant (aged 75+), without support in the house.

2

Households with children aged under 2 years old.

3

Households with residents with severe health issues including terminal illnesses or those with a medical dependency on a warm home (for example due to illness such as emphysema, chronic bronchitis, sickle cell disease).

4

5

Where there is no one within the household that has the ability to top up the meter due to physical or mental incapacity.

If your supplier contacts you with a notice that they are going to install a prepayment (or pay-as-you-go) meter in your home, and you fall in to one of the groups listed, you should contact your supplier, or their representative, to inform them of your circumstances as soon as possible. They may be able to offer extra support and register you on the Priority Services Register.