

**Gas Pay
As You GO
(PAYG)
Guide**



At Flogas Natural Gas, we understand how important it is to make managing your gas account simple and stress-free. That's why we offer a range of solutions to suit your needs—including your new Pay As You Go (PAYG) meter.

Your PAYG meter (also known as a prepayment meter) gives you greater control by letting you pay for your gas as you use it, making it easier to budget and stay on top of your energy costs.

Now that your meter has been installed, you should have received your Gas Card from the installer. This card is essential for topping up your meter and can be used at any shop displaying the Payzone sign.

Let's get started

Before buying credit, it's important to activate your Gas Card:

- Insert your Gas Card into the meter before purchasing credit. If you don't, it may be declined at the Payzone Outlet.
- Make sure the gold chip is facing towards the meter.
- Leave the card in the meter for about 30 seconds.
- Remove the card and bring it with you to a Payzone outlet to top up.
- After purchasing credit, return home and insert the card into your meter.
- The display will show the amount of credit on your card.
- Press the red "A" button to transfer the credit to your meter.
- A portion of your credit will always be allocated to your available balance. More details on how credit is used are outlined below.



If your gas supply has stopped

If your meter runs out of credit, it will automatically switch off as a safety measure, and the display will show "OFF".

To restore your gas supply:

1. Insert your Gas Card into the meter before purchasing credit. If you don't, it may be declined at the Payzone Outlet.
2. Make sure the gold chip is facing towards the meter.
3. Leave the card in the meter for about 30 seconds.
4. Remove the card and bring it with you to a Payzone outlet to top up.
5. After purchasing credit, return home and insert the card into your meter.
6. The display will show the amount of credit on your card.
7. Press the red "A" button to transfer the credit to your meter.
8. A portion of your credit will always be allocated to your available balance. More details on how credit is used are outlined below.



Buying credit

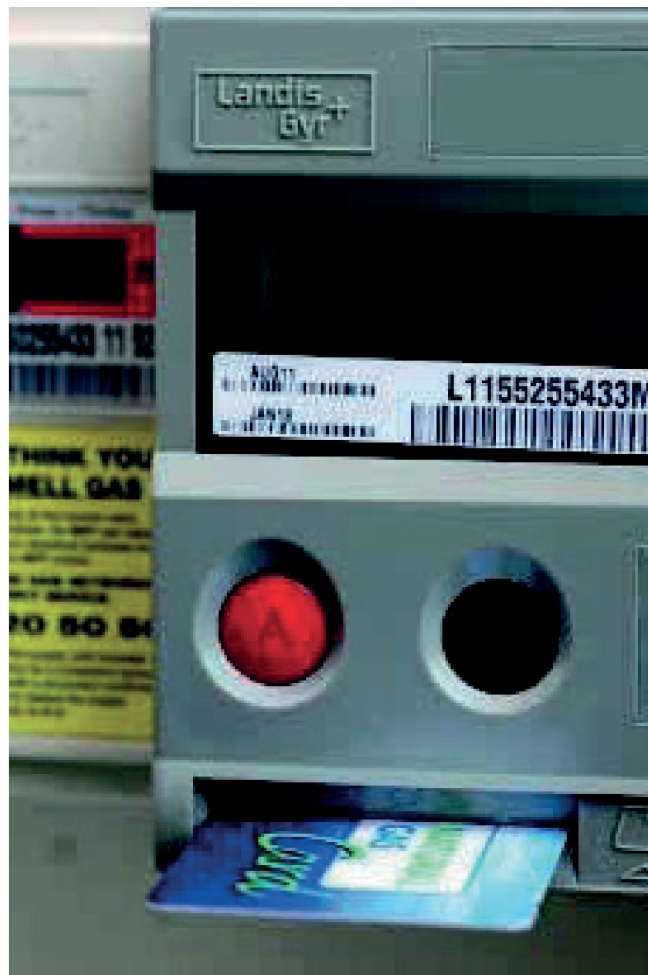
Topping up is quick and easy:

1. Visit any outlet displaying the Payzone sign with your Gas Card and payment.
2. You can top up between €10 and €50 at a time.
3. Your Gas Card can hold up to €250 credit.
4. We recommend transferring your credit to the meter as soon as possible after purchase and keeping your receipt in case you need it.
5. If you lose your Gas Card, you can buy a replacement at any Payzone outlet. Just remember to insert your new card into the meter BEFORE topping up. Once activated, your old card will no longer work and should be safely discarded.

How your credit is used

When you top up, your credit is used to:

- Pay for the gas you use.
- Cover your daily standing charge.
- Repay any outstanding balance or any emergency credit borrowed.



Emergency Credit

If your balance gets low, your meter will offer Emergency Credit to keep your gas supply running until your next top-up.

To use it:

- Insert your Gas Card into the meter.
- Press the red "A" button when prompted to accept Emergency Credit.
- Please note, any Emergency Credit used must be repaid in full before it becomes available again. It only covers gas usage—standing charges and any existing debt will continue to build and will be deducted from your next top-up.

Standing Charges

A daily standing charge applies to your account and is automatically deducted from your credit every morning at 2am. This charge is part of your tariff agreement with Flogas Natural Gas.

If your meter has no credit, this charge will build up and be deducted the next time you top up. You can view this amount on the 'Owed' display screen on the meter.

Even if you're not using gas, the standing charge still applies—so it's a good idea to keep your meter topped up, especially during quieter periods like summer.

Meter Information

To view meter information directly on the meter screen:

- Hold the Red A Button on the meter until you hear a beep noise.
- Keep pressing the Red A Button to move through the display screens.
- Ensure the gas card is inserted to view any Gas Debt via screens 23 -31.

The most used display screens are:

- 1 How much money you last put in the meter.
- 2 Last amount of money taken for debt.
- 3 Last amount of money taken to repay Emergency Credit.
- 4 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

If there is an outstanding balance on your account:

- 15% of each top-up will go toward repaying it.
- 85% will go toward your gas use and charges.

We'll keep you updated on your progress and let you know when your balance is fully cleared.

Gas Card Issues

- Card cannot be read: Remove the card from the meter, wipe clean with a dry cloth then re-insert the card into meter.
- Card does not work: Press the red A button, if the display screen shows 0.00 on the card, then return to the Payzone outlet where you purchased the credit as the card has not been credited properly.
- Card Fail /Not accepted: Check to ensure that you are using the correct Gas Card for your meter.

Moving House

If you are moving house, then please give us at least seven days' notice by calling our Customer Service Team on **041 214 9500**.

Need help?

If you have any questions about your meter, topping up, or your account, our Our Credit Control team is always happy to assist with your meter, top-ups, or account queries. Please call **041 214 9554**.

Staying Safe

If you ever smell gas:

- Don't switch electrical items on or off.
- Don't smoke or use open flames.
- Open doors and windows.
- Turn off your gas supply if it's safe to do so.

Then contact Gas Networks Ireland immediately on **1800 20 50 50 (24 hours a day)**. If you're near the suspected leak, use a neighbour's phone or move to a safe location before calling.

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