

Electricity Pay As You Go (PAYG) Guide





Your PAY AS YOU GO Electricity meter guide

At Flogas, we're here to help you find the best way to manage your electricity account. Your Pay As You Go (PAYG) meter is a simple and flexible option that puts you in control of your energy use.

PAYG meters (also known as prepayment meters) let you pay for your electricity as you go, making it easier to budget and keep track of your spending.



Buying Credit

Topping up your meter is quick and easy:

- You can purchase credit at any Payzone outlet – just check their opening hours before you visit.
- Credit cannot be purchased over the phone.
- Visit www.payzone.ie or contact us to find your nearest outlet.

Top-up amounts:

- Minimum: €10
- Maximum: €100

Your top-up code will be printed on your receipt. We recommend holding on to this as proof of purchase in case you need it later.

If you lose your card, just give us a call on 041 2149554 and we'll arrange a replacement (a small administration fee will apply and be deducted from your credit).

Your credit will be used to:

- Pay for the electricity you use.
- Cover standing charges and the PSO levy.
- Repay any outstanding balance or emergency credit used.

When Should I Top Up

Your meter will let you know:

- When your credit drops to €2, a low-volume alarm will sound for 2 minutes. You can silence it by pressing any button.
- When your credit reaches €0, the alarm will sound again before your supply disconnects (outside Friendly Credit times).

If this happens, simply press 0 to activate €10 Emergency Credit and restore your supply.



How to top up your PAYG meter

Follow these simple steps:

1. Press the * key on your meter.
2. Enter your full top-up code.
3. Press the # key.

Top-up codes are at least 20 digits long.

- Made a mistake? Press * to erase and try again.
- If successful, you'll see "ACCEPTED" on the screen.

Lost your code? No problem—call us on 041 214 9554 and we'll reissue it for you.



Emergency Credit

If you run out of credit, Emergency Credit (minimum €10) is there to help keep you going until your next top-up.

A few helpful things to know:

- You'll need to repay any Emergency Credit used before accessing it again.
- It covers electricity usage only.
- Standing charges and any debt will continue to build and will be deducted at your next top-up.

Your meter will only disconnect once this credit runs out—and never during Friendly Credit times, including evenings 4PM – 9AM (5PM -10AM Summertime) , weekends 4PM – 9AM (5PM -10AM Summertime), and selected public holidays - Christmas Eve, Christmas Day, St Stephens Day, New Year's Eve, New Years Day and St. Patrick's Day.

Standing Charges

Your tariff includes a daily standing charge

If your meter runs out of credit, these charges will build up and be deducted at your next top-up. If you're away from home, charges will still apply, so it's a good idea to leave enough credit on your meter.

Understanding Your Meter

Your meter may display messages such as:

- **Accepted** – Your top-up was successful.
- **Rejected / Incorrect** – The code entered isn't valid.
- **Error** – Entry was incomplete or too slow.
- **Wrong Tar** – Your tariff has changed and you need to enter the tariff change code. Wait until the message clears first then press * button and enter your code. Contact your electricity supplier if you don't have this code.
- **Credit Hi** – You've reached the maximum credit level.
- **KB Lock** – Too many incorrect attempts—please wait and try again.
- **Overload** – Please contact ESB Networks on **1800 372 999**.

You can also scroll through your display to see:

1. Remaining credit.
2. Cost/recent consumption.
3. Current meter date and time.
4. Details of last 5 Top-Ups.
5. Total value of Top-Ups.
6. Current electricity consumption.
7. Standing Charge Rate Per Day.
8. Details of highest usage in last 24 hrs.
9. Total Units Used.
0. Display Test.

Repaying Any Debt

If there is an outstanding balance on your account:

- 10% of each top-up will go toward repaying it.
- 90% will go toward your electricity use and charges.

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

Additional Support

Moving Home:

Please let us know at least 7 days in advance by calling **041 214 9500**.

Need Help:

Our credit control team is always happy to assist with your meter, top-ups, or account queries. Please call **041 214 9554**.

Vulnerable Customers

Vulnerable Customers that register to a PAYG service are no longer protected by the measures put in place by the CRU against disconnections for Vulnerable Customers.

If the PAYG service becomes unsuitable on the grounds of vulnerability, please advise us, and we can offer alternative arrangements to you.

You will incur no financial penalties related to meter removal or early exit fees if you cease your PAYG service based on vulnerability.

For more details on Vulnerable Customers, including how to register, please visit www.flogas.ie, review our Codes of Practice or contact us on **041 214 9500**.

Safety

In an emergency, please contact ESB Networks on **1800 372 999**.

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