

## A guide to your meter type(s)

Description	Traditional Gas Meter	Traditional Electricity Meter	Smart Electricity/ Gas Meter
Where can I top up?	PayPoint, Post Office and Payzone	Post Office, Payzone and PayPoint	ScottishPower App, Post Office, Payzone and PayPoint
What's the minimum top up amount?	£1	£1	£1
What's the maximum top up amount?	PayPoint = £49 Post Office and Payzone = £99	PayPoint = £49 Post Office and Payzone = £99	PayPoint = £49 Post Office and Payzone = £99
How much credit can my key/ card hold?	£999.99	£255	N/A
How much credit can my meter hold?	£999.99	£255	£500
How much emergency credit can I access?	£10 Winter £30	£10	£10
	If your meter is showing less than £1 and you're not able to top up right away, you can activate emergency credit. Please note, you'll need to pay back the emergency credit, as well as the amount you want to top up, the next time you add credit.		
What happens if I don't top up?	Your meter will become DISABLED if it's not regularly topped up. Remember your meter continues to collect daily Standing Charges and debt even when you're not using any energy. You need to top up enough to cover the value OWED on the meter for the supply to come back on. Remember, if your gas meter has gone off supply then your boiler may need to be reset even after you have topped up.	Your meter will become DISABLED if it's not regularly topped up. Remember your meter continues to collect daily Standing Charges and debt even when you're not using any energy. You need to top up enough to cover the value OWED on the meter for the supply to come back on. Remember, if your gas meter has gone off supply then your boiler may need to be reset even after you have topped up.	Your meter will become DISABLED if it's not regularly topped up. Remember your meter continues to collect daily Standing Charges and debt even when you're not using any energy. You need to top up enough to cover the value OWED on your meter and then you need to ENABLE the meter to get supply back on. Find out how to do this at <a href="https://scottishpower.co.uk/energy-efficiency/smartmeters/reconnect-yourmeter">scottishpower.co.uk/energy-efficiency/smartmeters/reconnect-yourmeter</a>
How does my debt repayment rate work?	Your meter will take the full weekly debt repayment rate on Wednesdays at 2am. If there isn't enough credit on the meter to take the full amount then the meter will take a proportion of the debt from the remaining credit. If the full weekly debt repayment rate is not paid after a week, the meter switches to time based recovery and will take 1/7th of the weekly amount every night at 2am. If the full weekly amount is not paid after the 2nd week the meter then takes 2/7th of the weekly amount every night at 2am.	Your meter splits the weekly debt repayment into 100 smaller payments which are taken from the meter at regular intervals throughout each day.	Your debt repayment collection will depend on which type of meter you have. The meter may split your weekly repayment rate into even amounts that it will collect hourly each day over the week, this is done by dividing your weekly rate by 168 hours. Or the meter could split it into seven daily payments over the week, which works by dividing your weekly rate by seven days.

<b>When are the friendly credit hours?</b>	N/A	<p>Overnight from 6pm to 11am (all year round) Mondays to Saturdays, also includes all-day Sunday and bank holidays.</p> <p>Our friendly credit hours ensure your energy supply won't turn off if you run out of credit when it is difficult to top up. You must have credit on the meter at the start of the friendly credit hours for it to be available and you'll need to pay back any credit you use during this time when you next top up.</p>	<p>Overnight from 6pm to 11am (November through March) or 7pm to 12pm (April through October) Mondays to Saturdays, also includes all-day Sunday and bank holidays.</p> <p>Our friendly credit hours ensure your energy supply won't turn off if you run out of credit when it is difficult to top up. You must have credit on the meter at the start of the friendly credit hours for it to be available and you'll need to pay back any credit you use during this time when you next top up.</p>
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