



March 31st 2020

Advice to help ensure electricity/ gas meters are kept topped up during self-isolation

This advice has been provide by the Early Help team and sent to all schools to share with families who are at home self-isolating and may be worried about going out and being able to top up their meters and also that they could be using more power than normal because they are home.

If possible it is advised that people ask friends and family to help. If this isn't possible then please see information below and contact your supplier directly. The supplier will then send 2 weeks of power to you or similar.

BRITISH GAS Telephone number 0330 100 0303

If you're unable to top up yourself and you haven't got anyone to help you, please call Monday to Friday, 9am-5pm and we'll help you.

EDF Telephone number 0330 200 5110

We 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 Telephone number 0345 052 000

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.

- 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.

This is not a definite list but covers the main suppliers. The others should have something similar in place as Ofgen have said they should. Please contact them directly.



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