

A Guide to Your Prepayment Gas Meter

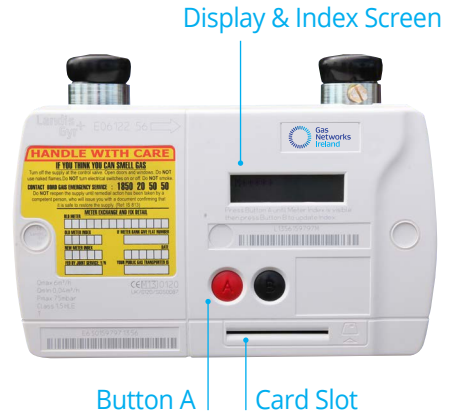


Quick guide

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Your gas card meter

The diagram below illustrates your prepayment Gas Card Meter.



Displays are activated by pressing button A or by inserting a Gas Meter Card. The last display selected remains visible for 30 seconds. Your meter will display two information screens:

Credit screen

Press button A once to access the credit screen which shows the amount of credit remaining on the meter.

€13.82 ON

Owed screen

Press button A twice to access the owed screen which shows the arrears you owe for unpaid Emergency Credit and Service Charges.

€0.00 OWED ON

Your gas card



Your gas card

The prepay meter Gas Card is illustrated above. You will receive this with your meter. Please look after your Gas Card as you will be charged for a replacement. Replacement cards can be purchased at any Payzone, An Post, or PostPoint Outlets. If you are using a replacement Gas Card, any previous cards will not work in the meter.

Refund: Unused credit on previous Gas Cards may be claimed by contacting your supplier.

Initialising your gas card

When you receive your new gas card or you purchase a replacement card at a Payzone, An Post or PostPoint outlet and BEFORE you buy credit you MUST:

- Insert your card into the card slot in the gas card meter and leave it in the meter for at least 15 seconds.
- Remove the gascard and bring it to a Payzone, An Post or PostPoint outlet to purchase credit on the card (see next section).
- When credit has been purchased insert card into meter (see page 4 for further details).

Purchasing credit

Please check the opening times of the Payzone, An Post or PostPoint Outlets where you can buy credit.

- Credit cannot be bought over the phone or on line.

You can contact your Gas Supplier for a list of outlets in your area or log on to:

www.payzone.ie

www.anpost.ie

www.postpoint.ie



Using your gas card

For new or replacement Gas Cards, please ensure that you have followed the steps on page 3 to initialise your Gas Card before purchasing credit.

Transferring credit

- 1 Insert your Gas Card
(When inserting your Gas Card, ensure that the gold-coloured chip on the card is facing towards the meter display).
- 2 The display will show the value of credit on the card.
- 3 To transfer your money to the meter, press red Button A. At this point any debt you owe will be deducted. Some of the credit you have bought will always be added to the 'CREDIT' screen.
- 4 If the shut-off valve inside your meter has been closed, the display will show 'OFF'. The meter will ask you to check that your appliances are switched off. This is a safety requirement. Check that ALL appliances are turned OFF. Then press and hold button A to open the valve in the meter.
- 5 Continue to hold Button A until the display changes.
- 6 Now release Button A.
- 7 Follow instructions until screen indicates ON. Your gas is now ready to use.
- 8 **Transferring Credit - Timeout**
Remove the card, reinsert it and start from the beginning.
- 9 Once credit is transferred, remove the card from the meter and keep it in a safe place. Leaving the card in the meter will run down the battery of the meter and may result in no gas to your appliances.



€10.00 ON CARD
PRESS BUTTON A

APPLIANCES OFF?
HOLD A FOR GAS

HOLD A FOR GAS

RELEASE A FOR GAS

PLEASE WAIT . . .

€10.00

ON

TIMEOUT! REMOVE
CARD & TRY AGAIN

Using your gas card

Emergency credit

22 EmCr LIMIT
€10.00 ON CARD

Once the credit on the meter drops to a low level you may be offered 'Emergency Credit'. This can be borrowed until you can buy some more credit.

€1.00 ON
EmCr AVAILABLE

When you want to use your Emergency Credit, insert your Gas Card into the meter. When the Emergency Credit is offered, you can accept it by pressing the red Button A.

€0.00 OFF
EmCr USED

If you use any of the Emergency Credit, you must pay it all back before you can borrow the whole amount again.

If you wish to see how much Emergency Credit you have used and owe, remove the Gas Card and press and release red button A.

We advise customers to keep their meter topped up with credit to avoid the possibility of running out of gas at an inconvenient time.

Credit refund

Unused credit on previous card may be claimed by contacting your gas supplier.

Standing charge

A daily Standing Charge is deducted from your credit every day at 2am. This is part of the prepayment meter tariff paid to your Gas Supplier.

If you have no credit left on the meter, the daily Standing Charge will be added to the amount shown on the 'OWED' screen and will be recovered when credit is inserted.

17 STANDING CHRG
€0.0000

The amount of Standing Charge you pay daily is shown on Screen 17.

Please note that even when gas is not in use e.g. during the summer months, the standing charge still applies.

Additional meter information

You may view information regarding your meter on the Display Screens. To access the display screens press the red button A until the credit screen appears. Then hold the red button A until you hear a 'beep'. To move through screens keep pressing the button A.

Customers can view their tariff setting through the meter screen. The tariff code and values are located between screens 5 and 15 depending on the setting. If you have any queries regarding your tariff setting, please contact your gas supplier.

Please note: If you have gas debt, your Gas Card must be inserted to view screens 23 – 31. To view the index on your meter press the red button A three times.

Commonly used display screens

00	How much money you last put into the meter	21	Amount of money you must have on your meter before Emergency Credit will be offered
01	Last amount of money taken for debt	22	Amount of Emergency Credit that you will be offered
02	Last amount of money taken to repay Emergency Credit	27	Gas Debt Remaining
03	Last amount given for gas	32	Your customer reference number
17	Daily Standing Charge		

Gas card issues

If your meter will not accept your Gas Card, take it out, wipe it with a clean cloth and try again.

If it still does not work, press the red button A. If it shows 0.00, you will need to return to the shop where you purchased the credit as the card has not been credited correctly (see page 3).

€0.00 ON CARD

If Card Fail/Card Not Accepted appears on the display screen, ensure that you are using the correct Gas Card.

CARD FAIL/CARD NOT ACCEPTED

If this continues you need to obtain a new Gas Card and initialise it as per the instructions on page 3 of this booklet. Once you have completed this, please ensure that you dispose of any old cards and keep the new, initialised card, in a safe place (do not leave it in the meter).

If you have no gas

€12.85

ON

- 1 Press the red button A.
- 2 If your screen displays your gas is on “ as per the screen to the left, please carry out the following checks:
 - * Reset your boiler or appliance
 - * Check your central heating timer
 - * Check the isolation valve at the meter is open (this is located underneath your meter, usually to the left hand side of it)
 - * Check if the gas is on to other appliances (cooker, hob, fire, boiler etc). If any one of these are working then the problem is with the appliance not the meter or the gas card. You will therefore have to contact a Registered Gas Installer (RGI) to have the appliance repaired
 - * Remember you should have your appliances serviced annually by an RGI. You can get a list of RGIs on www.rgii.ie or by calling **1850 454 454**.

€12.85

OFF

- 3 If your screen displays as indicated left, you can open the valve with your Gas Card to access this credit. (See page 3 for instructions).

€0.00 CREDIT

OFF

- 4 If your screen displays as indicated left, you must purchase credit or use your emergency credit if it has not already been taken (see page 3)

CARD NOT ACCEPTED

- 5 If screen displays as indicated left, clean your card and try again. Make sure you are using the correct card for this meter. Remember, only one card can be registered to an individual meter at any one time.

CARD FAIL

- 6 If your screen displays as indicated left, purchase a new card. (When a new card is purchased, it must be put into the meter to be initialised before credit can be put onto it). See page 3 for further details.

CALL HELP

- 7 If the Display Screen displays as indicated left, you must call us at **1850 200 694**.

Note: When you call us for “call help” you must be at the meter location and be in a position to read displays off your gas card meter. If you call us and we call out to you but the problem is with your appliances or the gas supply and not your gas card then you may be liable for the call out charges.

Moving house

If you are moving house, don't forget to contact your Gas Supplier at least 48 hours before you move. You will need to close your existing account and open a new one for your new address.

Please ensure you update your account details with your gas supplier when moving house as you may incur debt from previous tenants if you don't.

If you smell gas call

1850 20 50 50

24hr emergency service

This leaflet is available to download in plain text and the following languages: Irish, French, Polish, Mandarin Chinese and Russian.

Visit gasnetworks.ie

The main contact details for Gas Networks Ireland are:

General Enquiries

1850 200 694

24hr Emergency Service

1850 20 50 50

networksinfo@gasnetworks.ie

 [@GasNetIRL](https://twitter.com/GasNetIRL)
gasnetworks.ie

Further assistance

Meter

If you have any queries or problems with the operation of your Gas Card meter, please contact our Gas Networks Ireland Customer Care Team on:

1850 200 694

Monday to Friday 8am – 8pm

Saturday 9am – 5.30pm

or [Email networksinfo@gasnetworks.ie](mailto:networksinfo@gasnetworks.ie)

Gas card

If you have any issues with your gas card please contact your gas supplier or nearest Payzone, An Post or Postpoint outlets.

Alternatively you can log onto:

www.payzone.ie

www.AnPost.ie

www.PostPoint.ie

Appliances

If you have any issues with your boiler, cooker/hob please contact a Registered Gas Installer. You can get a list of RGIs on www.rgii.ie or by calling **1850 454 454**.

Refund/charges

If you have any questions regarding debt recovery or lost credit, please contact your Gas Supplier. You should find their telephone number on recent correspondence and on their website.