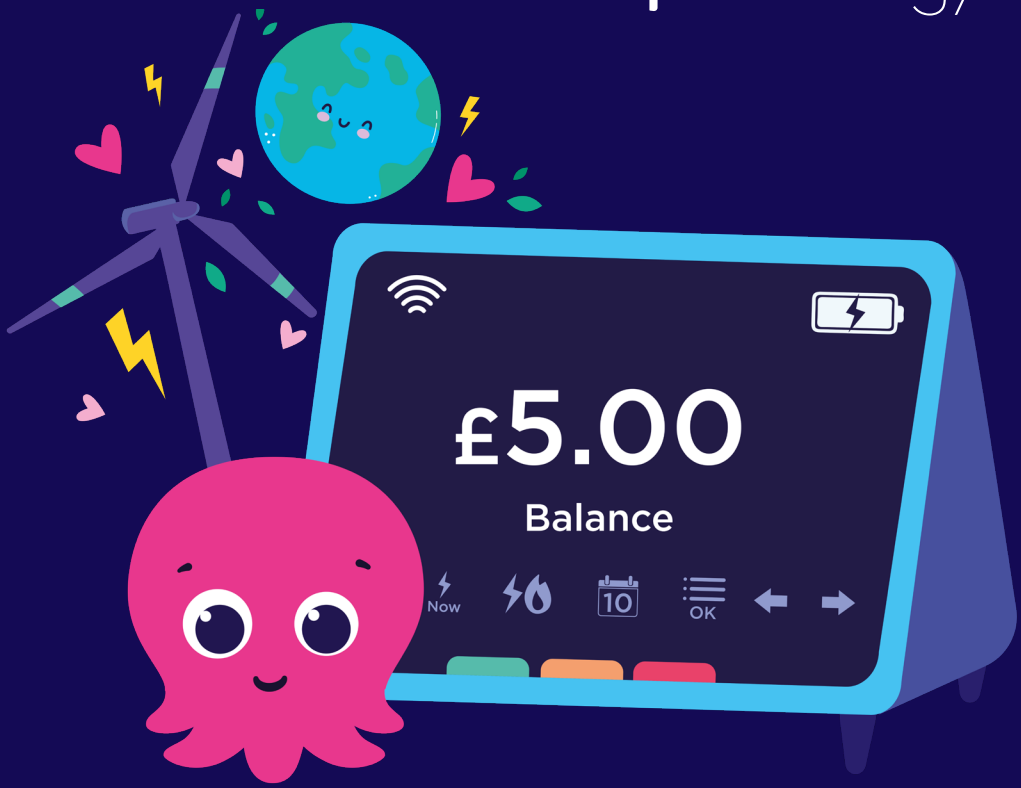
octopus energy



Chameleon 3 Main guide V1.0

Contents

Getting started.....4
How to use the in-home screen display.....5

Balance and budgets.....6
How to track your balance.....6
Low Credit Balance Alerts.....7
How to check your debt balance.....9
Applying existing account balances to your meter/s.....10
How to set a budget.....12

Topping up your meter.....14
On your online account.....14
In store.....15
Over the phone.....16
Using your in home display.....17

On the app....18
Top-up history....19
Replacement top-up card....20

Friendly & Emergency Credit....21
Friendly credit....21
Activating emergency credit....23
How to turn your supply back on....26
Electricity....26
Gas....26

Additional information....28
How to take a meter reading....28
In case of emergency....30
Extra support for those who need it....31
If you're struggling to pay....32
Simple ways to save energy....34

Getting Started

Smart Pay as You Go helps you better understand and monitor your energy usage, meaning you could save £££.

Paying in advance means you can:

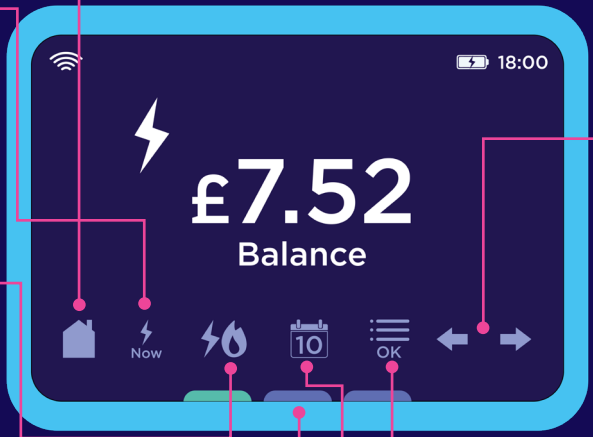
- Top up on the go, from anywhere
- Track usage and balances in near real time
- Set budgets and spending alerts

Using your display screen

Home: returns you to the home screen, showing usage and remaining credit balance

Now: shows current energy usage

Fuel: shows your gas or electricity



Arrows: to navigate the menu

OK: for settings, budget or meter readings and confirm selections

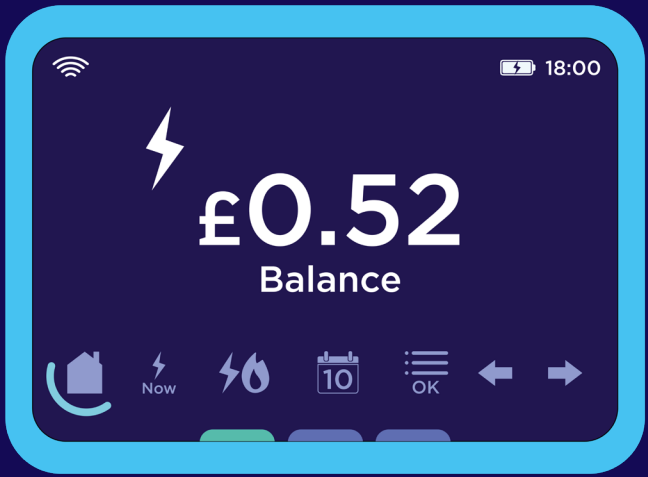
Calendar: to view usage over different periods

The coloured lights (below) show your current usage compared to your normal usage

Low | Medium | High

Balance and Budgets

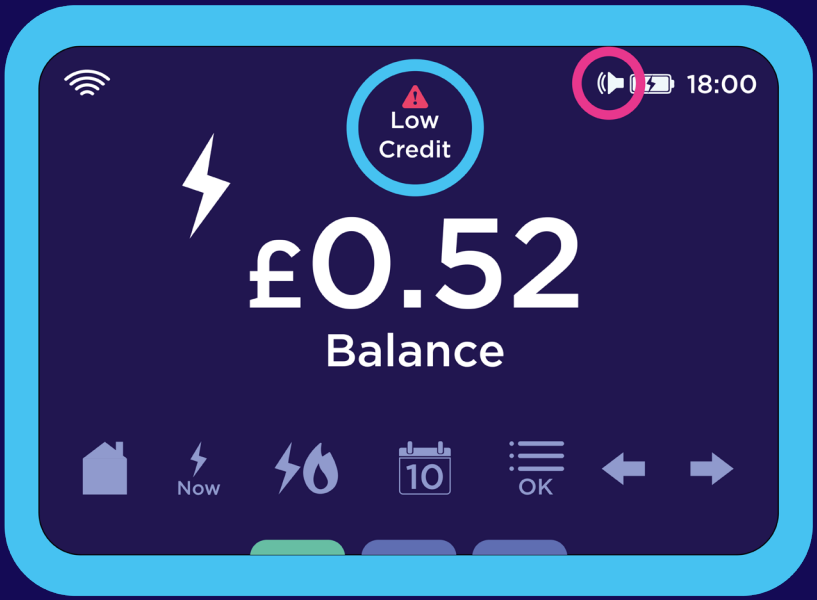
How to track your balance



You can view your remaining credit balance by pressing the home button. If you have gas and electricity, the fuel with the lowest balance will show as default.

Low Credit Balance Alerts

If your meter balance is less than £5, a low credit warning will appear and you'll hear a short audio alert.



Your in-home display will send a self-disconnection alert when your meter balance reaches £0. If you haven't topped up within an hour of disconnecting, we'll send you a text to let you know.

Once your balance reaches £0, you'll need to turn the supply back on using the in-home display, so if you aren't at home it's important to top up before reaching zero credit.

You can turn off the alert service by logging in to your online account or getting in touch with the team via hello@octopus.energy.

How to check your debt balance

Press '**OK**' and use the arrows to scroll to '**Debts**' and tap '**OK**'.

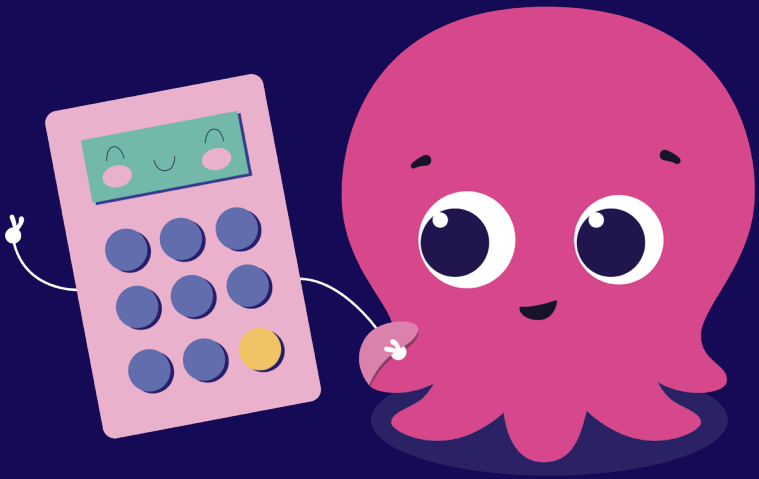
Applying existing account balances to your meters

If your old meter was a credit meter, it's likely your online account held a credit or debit balance which we'll transfer to your new meters. If your previous meters were prepayment meters, any remaining credit will be transferred within 24 hours.

If you have outstanding debt on a previous credit or prepayment meter, we'll apply this to your balance in 7 days' time.

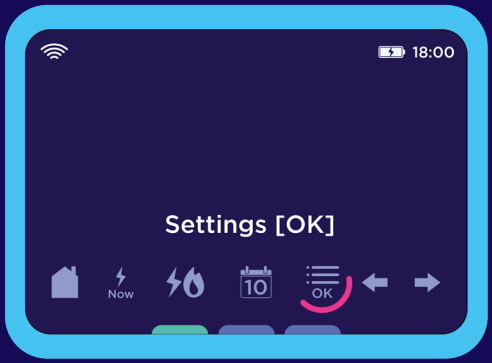
We'll set up a repayment plan on your meter and deduct an agreed amount weekly, based on what you can afford.

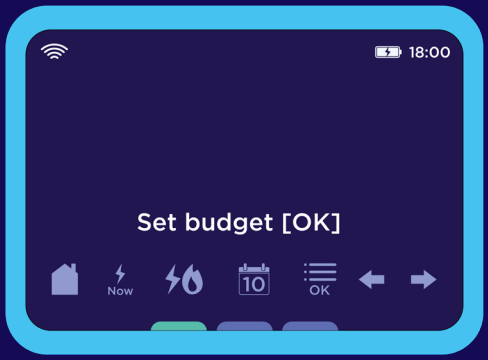
If you'd like to settle the outstanding balance quicker, you can also contact us and make a one-off card payment, or change the amount you're paying on the debt balance.

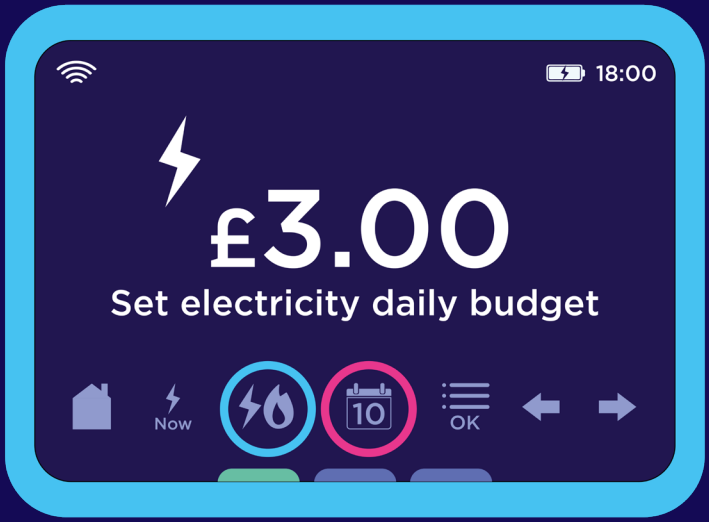


How to set a budget

- Press '**OK**', then hit the right arrow until you see '**Settings**' and press '**OK**' again.
- Scroll to '**Set budget**' and then press '**OK**' again.
- Use the fuel button to select the fuel you want, and then the calendar button to select the time period.
- Use the arrows to set the budget and press '**OK**' to complete.
- You'll hear an alarm when you've exceeded your budget.


18:00
Settings [OK]
Now
10
OK


18:00
Set budget [OK]
Now
10
OK

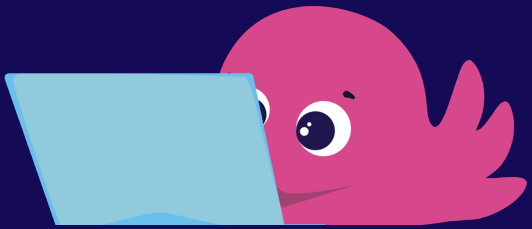

18:00
£3.00
Set electricity daily budget
Now
10
OK

Topping up your meter

Top up online

- Log in to your online account (octopus.energy/login) and scroll down to the meterpoints section
- Select '**Top up meter**'
- Add in the amount you'd like to top up and follow the steps

Top tip - you'll need to have your card details handy!



Top up In store

- You can top up at any PayPoint store (consumer.paypoint.com/) using your physical card or the digital barcode emailed to you when you switch to smart PAYG
- You can top up to £49 per transaction, if you'd like to add more than that, you'll just need to do it through multiple transactions
- The credit should show on your in-home display within 45 minutes

Top tip - keep hold of the PayPoint receipt, it has a code on it that can be used to top up your meter manually if the credit isn't showing within 45 minutes.

Top up over the phone

- Give us a call on 0808 164 1088.
- Please have your card details handy!
- We'll take the payment and push the balance through to your meters

Using your in home display

- Press ‘**OK**’, then the right arrow.
- Select ‘**Apply top-up**’ and press ‘**OK**’.
- You will see your current balance and fuels.

Top tip - you’ll receive an email to let you know if the code has been accepted

Top up using the app

- Download our Octopus App, available in the App Store for iOs or Google Play for Android.
- Log into your account
- Select ‘Top up meter’
- Add in the amount you’d like to top up and follow the steps

Top tip - you’ll need to have your card details handy!

Top-up history

Every time you top up your online account will also be updated. We'll send you a statement every 3 months so you can review your previous usage and payments.

You can also view your top-up history on your in-home display by pressing '**OK**' then scrolling to '**Previous top-ups**' and pressing '**OK**' again.

Replacement top-up card

If you use a top-up card and lose it, please email us at hello@octopus.energy or give us a call on 0808 164 1088.

Please note your old card will stop working, so if you do find it again you won't be able to use it to top up.

In the meantime, you can use your smart card top-up number to top up your meter. This number is visible on the dashboard of your account.

Friendly & Emergency Credit

Friendly credit

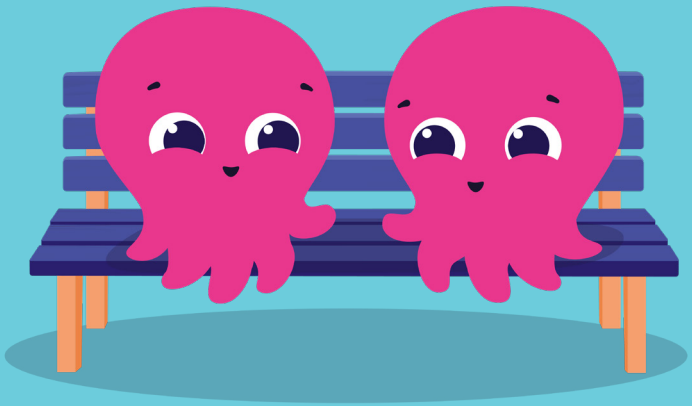
Friendly credit automatically allows you to keep using gas and electricity, even after you run out of credit (or emergency credit) during evenings, weekends or Bank Holidays.

If you run out of credit during these times, your energy won't shut off. Instead, the cost of any energy you use will be added onto your meters as debt, and will be deducted the next time you top up.

You'll automatically move onto 'friendly credit' if you hit £0 on your meter. Don't forget, you need to repay both Emergency and Friendly Credit the next time you top up. You need to top up again before the friendly credit hours come to an end to avoid losing supply.

Our friendly credit hours are:

- Monday to Friday 4pm-10am GMT (These will be an hour later in the summertime)
- All weekend (Friday 4pm to Monday afternoon 10am)
- All day on Bank Holidays (Including December 24th from 4pm to 10am to December 29th)



Activating emergency credit

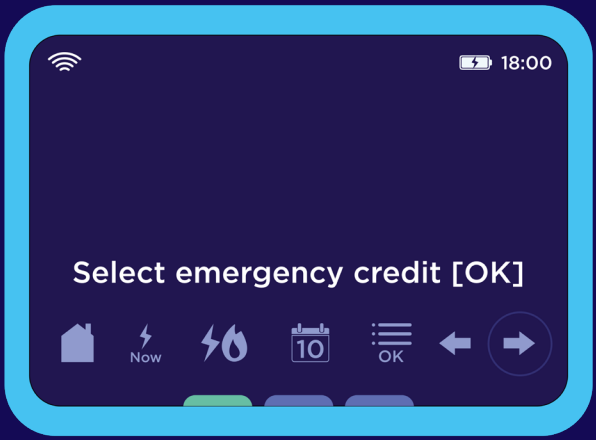
If your credit is running low, you'll be able to activate £10 emergency credit on each meter.

You will need to pay back the emergency credit in full when you top up.

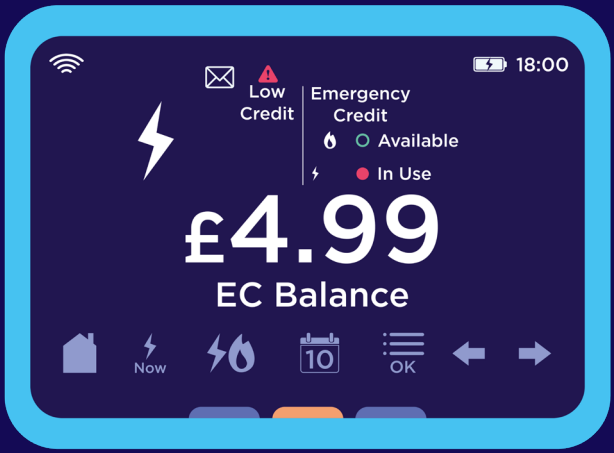
Emergency credit should only be used in an emergency and should not be relied on as a regular source of extra credit. If you're struggling to keep up with payments, please get in touch ASAP so we can help.

To activate emergency credit:

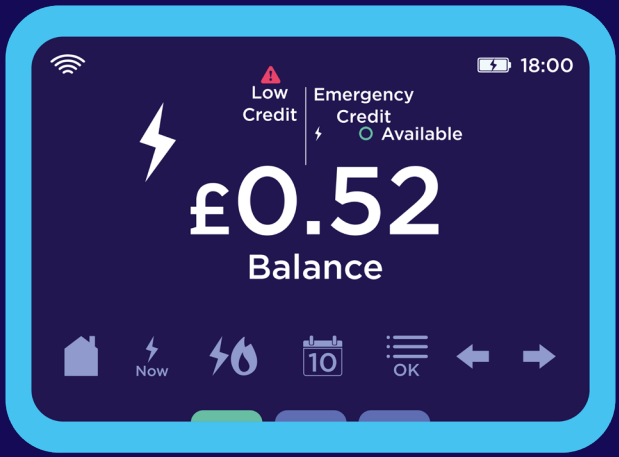
- Press ‘OK’ then use the aright arrow to scroll to ‘Select Emergency Credit’, followed by ‘OK’
- Press ‘Home’ to view your remaining meter balance
- Your balance and emergency credit will be displayed separately.



Emergency Balance Display



Balance Display



How to turn your supply back on

If your meter runs out of credit your supply will be cut off. Once you've topped up, you'll need to turn your supply back on using the following steps.

Electricity

Press '**OK**' then scroll through to 'Activate electricity supply' and press '**OK**'. Press home to return to the home screen.

Gas

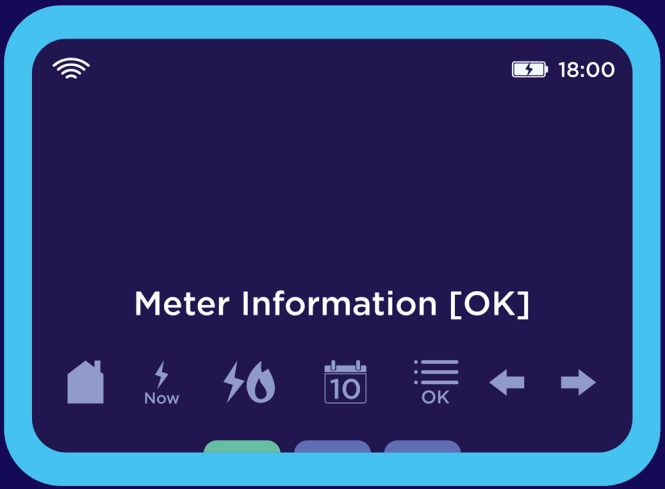
To re-activate your gas supply, you'll need access to your meter. Each meter works slightly differently. To view the instructions for your particular meter, please visit octopus.energy/help-and-faqs/articles/reconnect-smart-payg/

18:00
Activate electricty supply [OK]
Now
10
OK

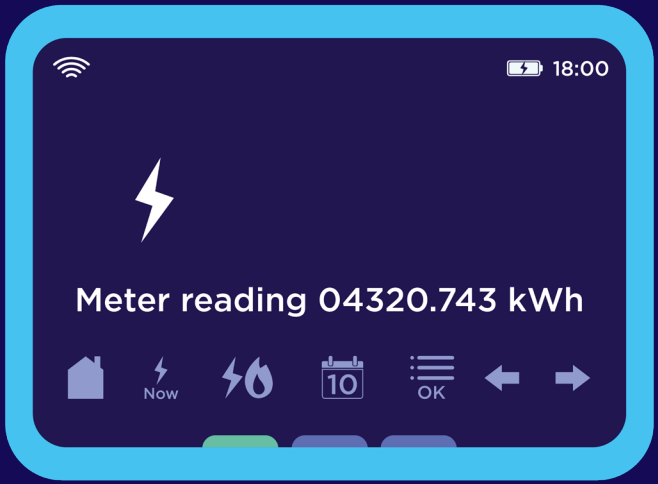
Additional information

How to take a meter reading

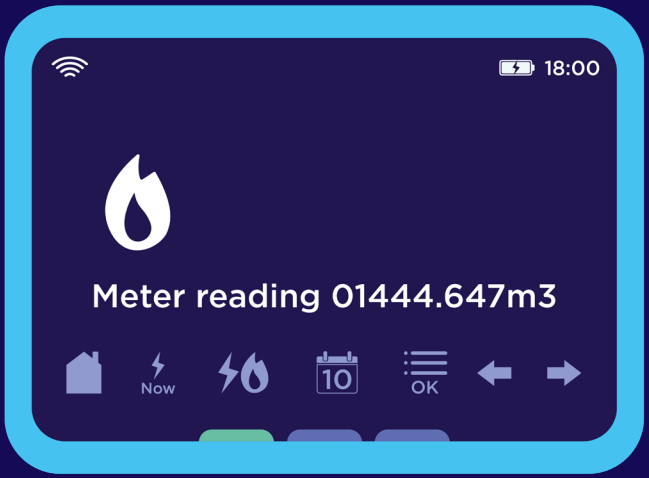
Press '**OK**' and scroll across to 'meter information'. The first screen is meter reading. You can scroll between gas and electricity.



Electricity



Gas



In case of an emergency

Gas Emergency: 0800 111 999

Power cut: 105 If your electricity supply has gone off but there was still credit on the meter

If you're out of credit and unable to top up, get in touch with our team -
Email: emergency@octopus.energy
Call us: 0808 164 1088

For more information visit
octopus.energy/blog/power-cut

Extra support for those who need it

For vulnerable customers who need extra help with their energy supply, you may benefit from being on our **Priority Services Register (PSR)**.

If you are of pensionable age, disabled or chronically sick, we can add you to our PSR. You can also add yourself to the register in the "Priority Services" section of your online account: https://octopus.energy/dashboard/new/accounts/personal-details/priority-services/

If you're struggling to pay

We have plenty of support available if you're struggling to pay, please email hello@octopus.energy or call us on 0808 164 1088 and we can discuss your options.

You may also find the following services useful.

StepChange Debt Charity: stepchange.org
0800 138 1111

Debt Advice Foundation: Debtadvicefoundation.org
0800 043 40 50

National Debtline: nationaldebtline.org
0808 808 4000

Citizens Advice: citizensadvice.org.uk/debt-and-money
03444 111 444 Wales: 03444 77 20 20

PayPlan: payplan.com 0800 280 2816

Tully: Tully.co.uk

Simple tips to save energy

Investigate where your heat loss - Covering and fixing the areas where heat is escaping means you'll be able to drop a few degrees on the thermostat, save a few quid and remain warm.

Pop on a cooler wash. A laundry cycle at 30 degrees celsius is kinder to your clothes and can be a third cheaper than at 40. You'll still need to go hot for those really muddy washes which help to keep the washing machine itself clean too!

- Use the back of your hand to find drafts and use draft excluders and seals to keep warm air in.

- Use energy efficient light bulbs - These typically use 25-80% less energy and can last 3-25 times longer.

- Switch off devices in stand-by mode; they still use energy while they’re in stand-by. The older they are, the more energy they’ll be saving by switching them off.

Your Guide to the Chameleon 3

octopus energy