

octopus energy



Geo Trio Touch Main guide V1.0

# Contents

<b>Getting started</b> .....	4
<b>How to use the in-home screen display</b> .....	5
<b>See how much energy you're using</b> .....	6
<b>Balance and budgets</b> .....	8
How to track your balance.....	8
Low Credit Balance Alerts.....	9
How to check your debt balance.....	11
Applying existing account balances to your meter/s.....	12
How to set a budget.....	14
<b>Topping up your meter</b> .....	15
On your online account.....	15
In store.....	16
Over the phone.....	17
Using your in home display.....	18

On the app.....	19
Top-up history.....	20
Replacement top-up card.....	21
<b>Friendly &amp; Emergency Credit.....</b>	<b>22</b>
Friendly credit.....	22
Activating emergency credit.....	25
How to turn your supply back on.....	27
Gas.....	28
Electricity.....	29
<b>Additional information.....</b>	<b>29</b>
How to take a meter reading.....	29
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

**Electricity:** needle shows live usage as devices are switched on and on in the home

**Arrows:** use to navigate options

**Home:** accesses the main menu

**Consumption:** rate as shown in cost per hour or kW, if selected

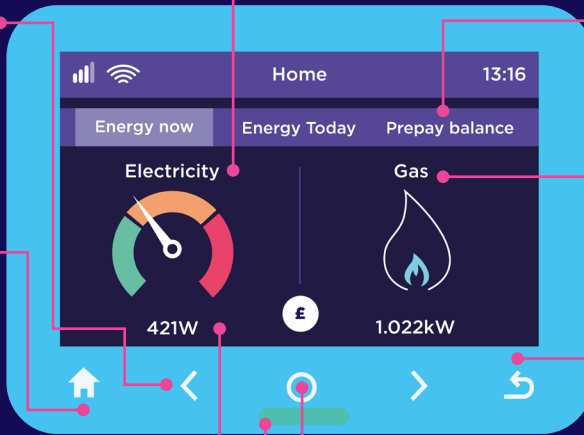
**Usage:** LED changes colour to show usage

**Menu:** use arrows to change tabs

**Gas:** flame shows recent rate of gas consumption (typically the last 30 mins)

**Select:** press to select or switch how energy unit

**Return:** return to previous screen



High

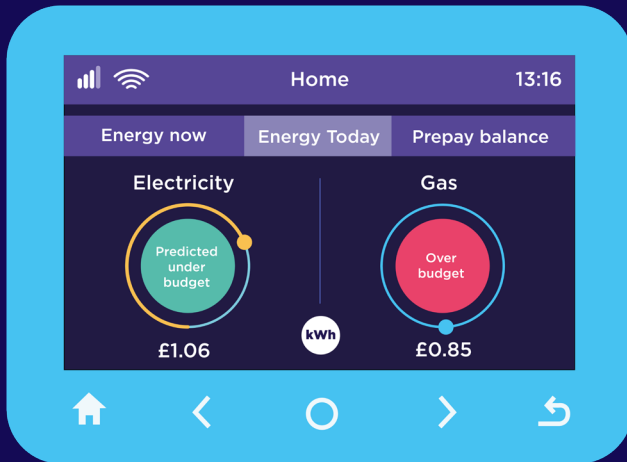
Medium

Low

Gas only

# See how much energy you're using

The energy today screen shows the total electricity and gas used today against set budgets. Use the centre button to change between cost per hour (£) and kWh



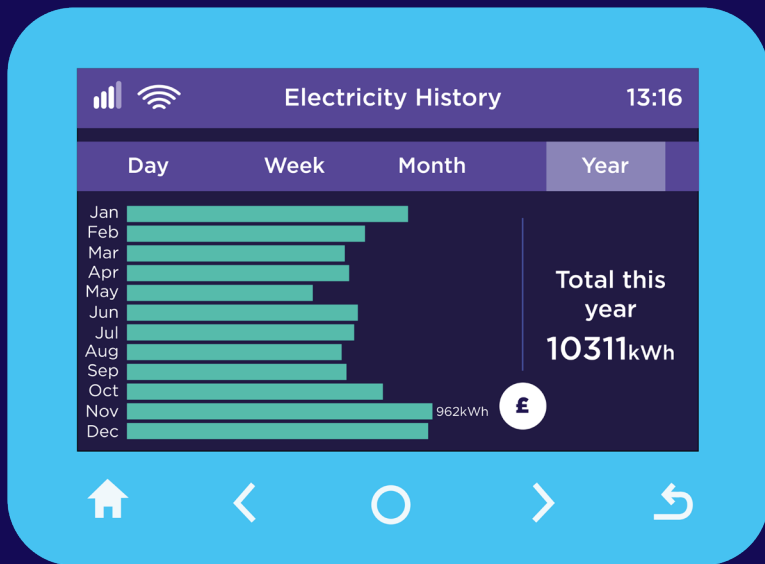
Predicted under budget

Predicted over budget

Over budget

## Your daily, weekly, and monthly usage

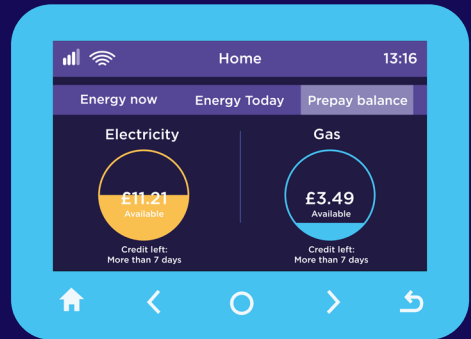
Press **Home**> **Electricity Usage** or **Home** > **Gas Usage**, you can see your historical usage by day, week, month or year.



# Balance and Budgets

## How to track your balance

The Prepay balance will only show if one or more meters are in prepay mode. The circles drain of colour as credit is used, indicating how many days are remaining:



**Green** - when more than 3 days remaining

**Amber** - when less than 3 but more than 1

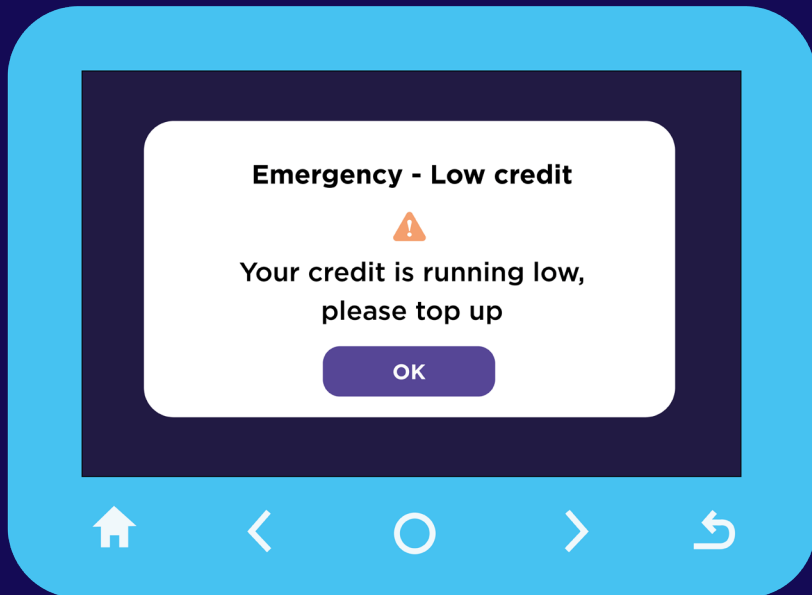
**Red** - when less than one day remaining

Note: when you first set up your Trio, it will take a couple of days to gather enough information to calculate how long your balance will last.



## 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.

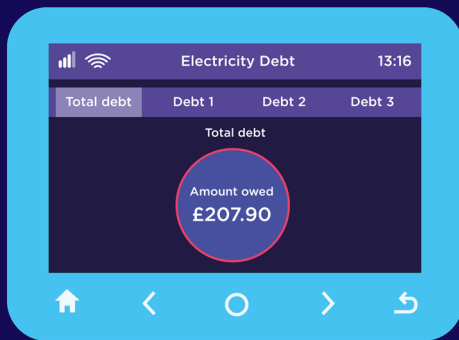
Once your balance reaches £0, you'll need to turn the supply back on using the in-home display, so if you aren't at home it's important to top up before reaching zero credit.

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](mailto:hello@octopus.energy).

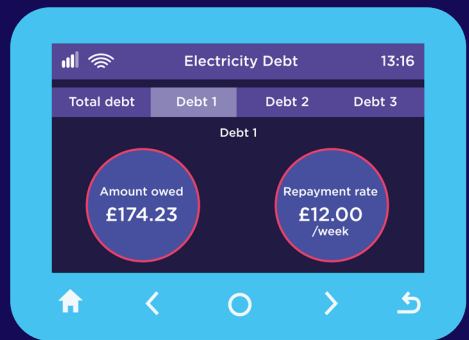


## How to check your debt balance

Press **Home** > **Debt**. The amount owed and the repayment rate will be shown. Total debt refers to the combined total of all debts owed.



*Combined debt*



*Detailed debt with  
recovery rate*

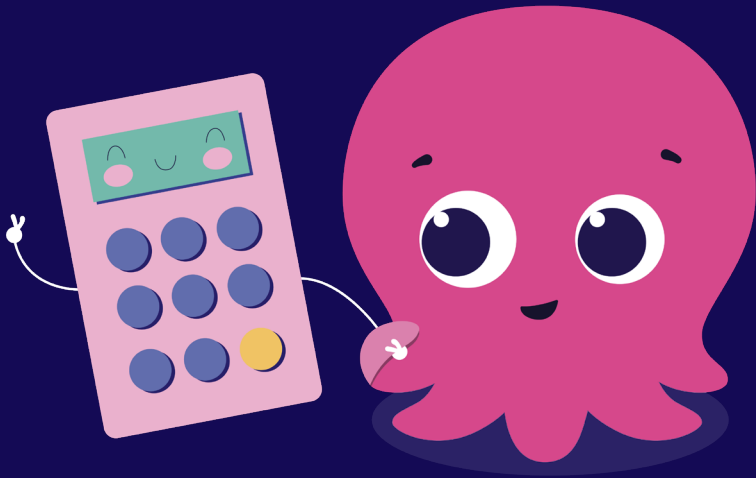
## **Applying existing account balances to your meters**

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 Home > Settings > Budget.



Enter the amount you spend each month per fuel.

If you use seasonal budget adjustment, your display will reflect seasonal variation. It is normal to use more energy in winter and less in summer.

# Topping up your meter

## Top up online



Log in to your online account

[\(\[octopus.energy/login\]\(https://octopus.energy/login\)\)](https://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/](https://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](tel:08081641088).



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 **Home > Prepay > Top-Up**.



Select which fuel you want to top up, enter the top-up number and submit.

It may take up to 30 minutes for the confirmation to appear. If the top-up is rejected the confirmation will explain why it was rejected.

## 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 via the Prepay menu. Selecting a top-up will provide more details

## Replacement top-up card

If you use a top-up card and lose it, please email us at [hello@octopus.energy](mailto:hello@octopus.energy) or give us a call on [0808 164 1088](tel:08081641088).

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.

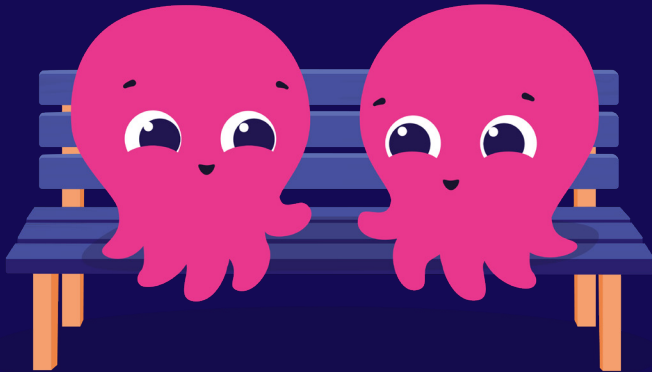
# Friendly & Emergency Credit

## 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)

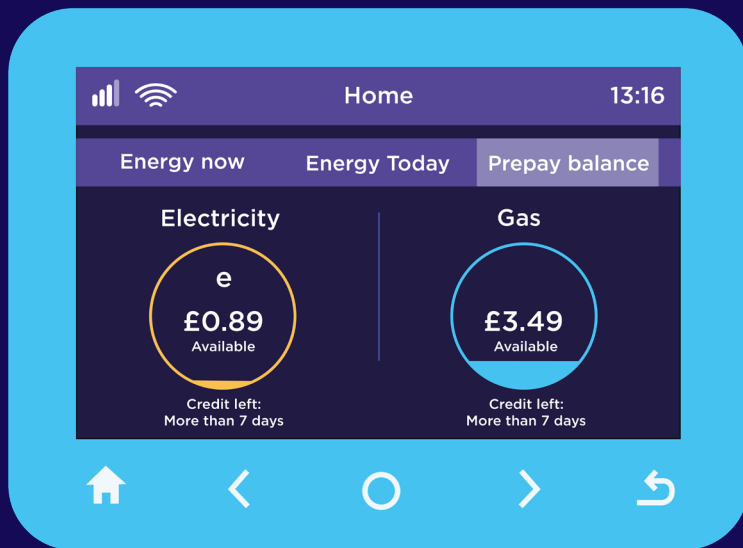


All day on Bank Holidays (Including December 24th from 4pm to 10am to December 29th)



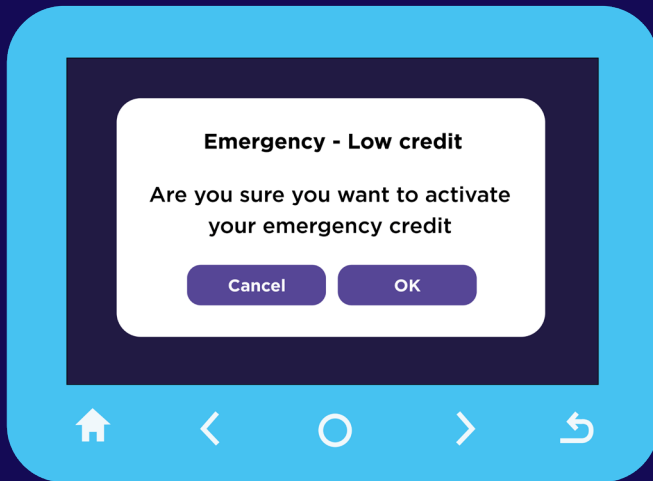
## Activating emergency credit

The in-home display will show when emergency credit is available. You'll see an “e” above the available balance. If the grey e symbol is shown, you can activate your emergency credit by pressing **Home > Prepay > Activate emergency credit.**



A green e symbol is shown when you have activated emergency credit but it has not yet been used.

A red e symbol is shown when emergency credit is in use.



## 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.

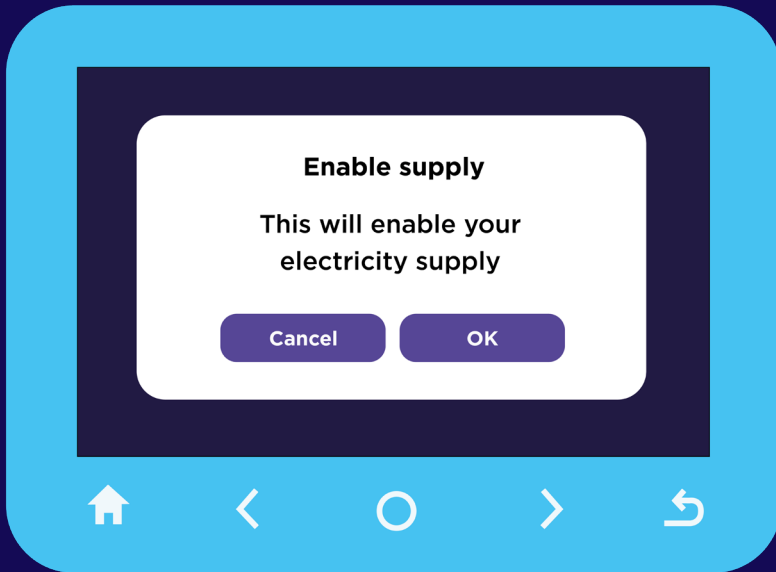


### Gas

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/](https://www.octopus.energy/help-and-faqs/articles/reconnect-smart-payg/)

## Electricity

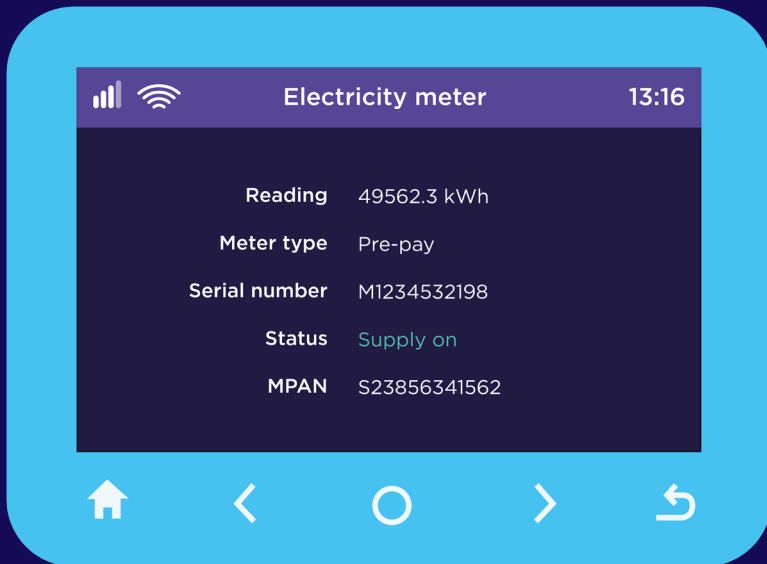
The notification should appear automatically in the Prepay menu when the supply is ready to be enabled. Simply press **Home > Prepay > Enable supply**.



# Additional information

## How to take a meter reading

View details of your electricity or gas meter and the current meter reading under **Home > Meters**.



# 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**

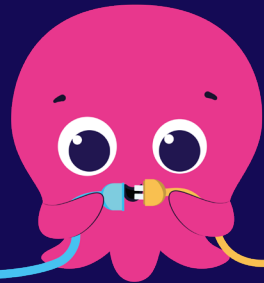
For more information visit

**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](mailto:hello@octopus.energy) or call us on [0808 164 1088](tel:08081641088) and we can discuss your options.



**You may also find the following services useful.**

**StepChange Debt Charity:** [stepchange.org](https://stepchange.org)

0800 138 1111

**Debt Advice Foundation:** [Debtadvicefoundation.org](https://debtadvicefoundation.org)

0800 043 40 50

**National Debtline:** [nationaldebtline.org](https://nationaldebtline.org)

0808 808 4000

**Citizens Advice:** [citizensadvice.org.uk/debt-and-money](https://citizensadvice.org.uk/debt-and-money)

03444 111 444 Wales: 03444 77 20 20

**PayPlan:** [payplan.com](https://payplan.com) 0800 280 2816

**Tully:** [Tully.co.uk](https://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 Geo Trio Touch



octopus energy