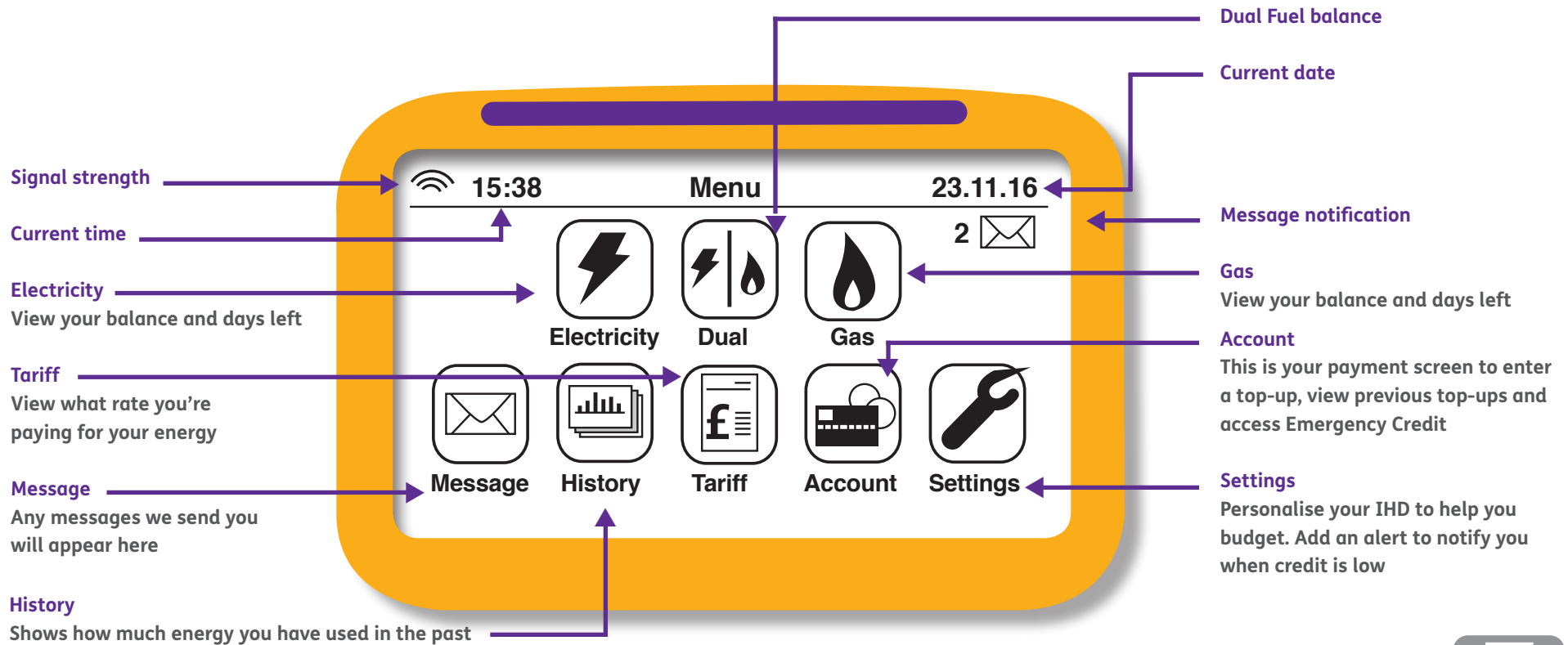


# OurPower How to use your in-house display unit (IHD) Quick Guide



## How to top up your smart meter (Pay As You Go)

### 1. Top up with your PAN card at a PayPoint

Take your PAN card to any PayPoint and add credit. Find your nearest at [www.paypoint.com](http://www.paypoint.com) and keep your receipt.



### 2. Top up online

Go to [www.our-power.co.uk](http://www.our-power.co.uk) and click on 'Pay Online' at the top of the page on the right.

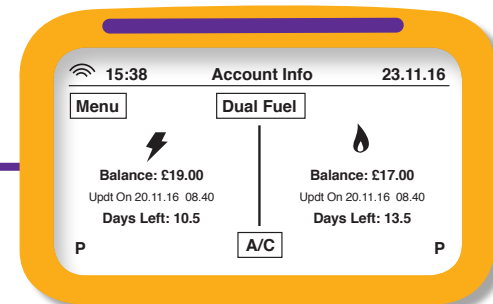


#### How to Pay

Our Power puts you in control with different options to pay for your energy. Most of our customers prefer to choose Pay As You Go as it enables them to save money.

### 3. Pay by phone

Call Freephone 0808 168 4534 between 9am to 5pm, Monday to Friday.



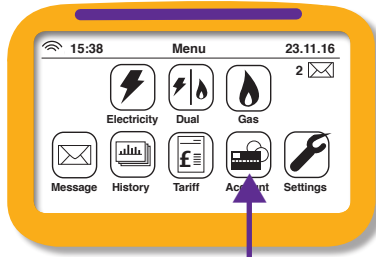
# Having problems topping up?

If you topped up via a PayPoint and the credit isn't showing on your meter you can manually enter your top up via your IHD.

If you topped up online or by phone and the credit is not showing call 0808 168 4534

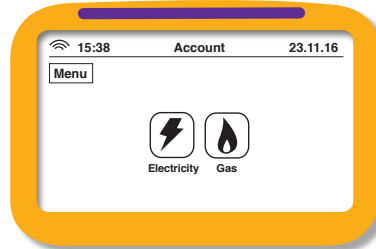
## Adding your top-up if it has not automatically updated (Pay As You Go) following a PayPoint top-up

1



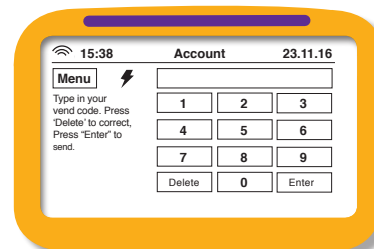
Select account

2



Select fuel

3

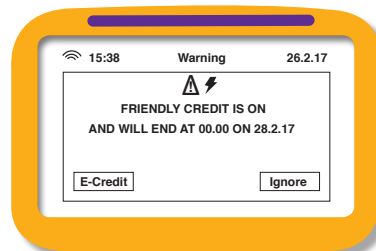


Follow the instructions on the screen to enter your vend code given on your PayPoint receipt.



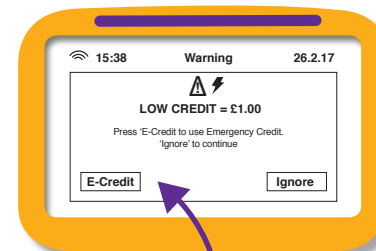
Should you run out of credit after 4pm you will automatically access **Friendly Credit** until 10am on the next working day

	Mon-Fri 10am-4pm	Mon-Fri 4pm-10am	Weekends/ Bank holidays
EMERGENCY CREDIT	✓	✓	✓
FRIENDLY CREDIT	x	✓	✓



When Friendly Credit is unavailable, you can access **Emergency Credit (E-Credit)**

## What to do if you can't top up... you can access Emergency Credit via your IHD



If not activated select **E-Credit** to access £10 of Emergency Credit.

If you run out of credit you must repay all Emergency and Friendly Credit PLUS at least £1 before we can restore your supply.



**STILL NEED HELP?** Call 0808 168 4534 and speak to our customer service team or email [customerservice@our-power.co.uk](mailto:customerservice@our-power.co.uk)

