

ELECTRICITY PREPAYMENT METER FRAUD CUSTOMER CHARTER

**TOP-UP
SAFE**
STOP METER
CHEATERS



Criminals have been targeting some customers with prepayment meters and selling illegally discounted electricity. Electricity Suppliers are able to detect when they have not received payment for electricity used.

As a customer you should pay your supplier through official authorised vending outlets for all electricity used. If you buy illegally discounted electricity you will end up paying twice for it; to the criminal and to your supplier.

Our commitments

Your supplier is concerned about the financial and personal safety impacts to you of this crime. They are committed to ensuring you have all the facts and that you are aware of the implications associated with this activity.

This Charter forms part of that commitment. It outlines what you can expect from your supplier, and what the supplier will need from you to make sure any additional charges due are minimised.

What you can expect from your supplier:

Communication

These are the things which your supplier will do to make sure you get the right information:

- Make you aware of the issues with purchasing electricity illegally
- Provide a dedicated telephone number for you to use
- Provide advice through a range of communication channels e.g. leaflets, websites, hotlines and letters
- Work with partners to continue to raise awareness e.g. Crimestoppers, Consumer Direct and Energy UK
- Provide a safe and anonymous environment for you to give them information about the fraudsters operating in your areas.

Payment

These are the things your supplier will do when collecting any money owing as a result of buying illegally discounted electricity:

- Clearly communicate the steps which they will take to collect any money owing. All illegal top-ups will have to be repaid to your Supplier in full
- Make it easy for you to speak to an advisor to discuss the collection options open to you
- Provide special help and advice for customers
- Take into account your ability to pay.

Safety at the doorstep

Your Supplier can provide you with extra help to ensure your safety and avoid fraudulent activity:

- Offering ID checks for door step callers
- Offering a password scheme to be used for meter readers and other official staff calling to your home

What you can do to help:

These are the things you should do to make sure you only pay once for your electricity and to help your supplier stop this crime:

- Only buy electricity top-up at official outlets
- Only use your own personal key in your meter

You need to Inform your supplier if:

- You have been approached by someone offering to credit your electricity prepayment meter on the doorstep
- You have purchased electricity in this way.

To find out more visit www.top-upsafe.com

or contact Consumer Direct on 08454 04 05 06

If you know anyone illegally selling electricity meter top-ups, contact Crimestoppers anonymously on 0800 555 111.

