

# IMPORTANT INFORMATION

## for electricity Pay As You Go Meter users

Over the coming months we're replacing our old key meters with new PAYG Smart Meters.

That means no more keys to top-up, but a new Smart Card, delivered to you when the new meter has been installed. More places to top-up, more security, more convenience.



To find out what  
happens next...  
please turn over.





## You'll receive this distinctive envelope with all the details.

You will no longer have a key to top up

The key will be replaced with a Smart Card delivered when your new meter is installed

We will write to you two weeks before your installation advising when we will come

You can change the appointment if it is not convenient

The installation will take around 20 minutes

You do not need to be in if we can access your meter

We advise you to switch off sensitive electrical equipment as your power will be off for around 20 minutes

Our Meter Installers will leave an envelope containing an information leaflet and your new Smart Card

Your Smart Card is unique to your meter and can only be used to credit your meter

To top up, take this card to any one of 110 Payzone charging points at local convenience stores and purchase the amount of credit you wish to put on the meter

Your meter will be automatically credited with this amount (less any debt/debit recovery if applicable) within seconds from the point of purchase and will show on your meter by the time you get home

Any credit balance from your existing meter will be automatically transferred to your new meter which will be set with an additional £5 credit

This £5 will be recovered as a debt in stages as a percentage of your payments when you top-up

For more information, visit the PAYG section of [smarthinking.je](http://smarthinking.je) or call our Customer Care Team on **505460** 8am to 6pm, Mon to Fri



Jersey Electricity



The Powerhouse, PO Box 45, Queens Road, St Helier,  
Jersey JE4 8NY Email: [jec@jec.co.uk](mailto:jec@jec.co.uk)