

Prepayment Meters and Forced Installation

When you can refuse to be moved to prepayment

Checklist

Your supplier can't make you move to prepayment if:

- You don't agree that you owe them money, and you've told them this - for example if the debt came from a previous tenant
- If you've reached State Pension age, your supplier can't disconnect you between 1 October and 31 March if either: you live alone, or you only live with other people who have reached State Pension age or children under 18 years old
- They haven't offered you other ways to repay money you owe - for example **a repayment plan or payments through your benefits**
- They come to your home to install a prepayment meter **without giving you notice** - at least 7 days for gas and 7 working days for electricity
- They haven't given you **at least 28 days to repay your debt** before writing to you to say they want to move you to prepayment
- **You are disabled** in a way that makes it hard to get to, read or use the meter
- **You have a mental health condition** that makes it hard to get to, read or use the meter
- **You have an illness that affects your breathing**, such as asthma
- You have an illness that's made worse by the cold, such as arthritis
- You use **medical equipment** that needs electricity - for example a stairlift or dialysis machine
- Your current meter is hard to reach - for example if it's above head height
- You can't always get to your current meter - for example if it's in a shared cupboard you don't have a key for
- It would be hard to get to a shop where you could top up your meter - for example if you don't have a car and the nearest shop is over 2 miles away

- Tell your supplier if any of these apply. If they still want to move you to prepayment, you should [complain](#) to get them to change their mind
- Many energy suppliers have also signed up to the [Energy UK Voluntary Commitment](#) agreement, which means your supplier won't disconnect you if you meet certain criteria.

Resources

Chapeltown Citizens Advice and Citizens Advice Leeds

Adviceline 0808 2787878

Citizens Advice Consumer Helpline

[Contact the Citizens Advice consumer helpline](#) if you need more help or advice about stopping your supplier from making you move to prepayment

Telephone 0808 223 1133, 9am and 5pm, Monday to Friday

Webchat [Chat with us online about an energy problem](#)

Citizens Advice Website View our online content

[Stop your energy supplier installing a prepayment meter](#)

[If you've been told your energy supply will be disconnected](#)

[Getting an old-style prepayment meter installed](#)

[Decide if prepayment is right for you](#)

Citizens Advice Policy Work

[Out of the cold: Helping People on Prepayment Meters Stay Connected](#)

Grants and benefits to help you pay your energy bills

- **Get a £400 energy discount from the government**
- **Winter Fuel Payment**

- Warm Home Discount Scheme
- Grants to help pay off your energy debts
- Check if you can get a fuel voucher
- Local energy grants
- Local council 'warm spaces'
- If you're struggling to pay for food, [find out how to get help from a food bank](#).
- If you're struggling with money, there are things you can do to save on your regular living costs. [Check what to do if you need help with living costs](#).
- If you're in debt, you might be able to [get financial help with paying for your energy](#).
- Sign up for your supplier's [Priority Services Register](#) if you're a pensioner, disabled or chronically sick person, or if you have a hearing or visual impairment.

The Legislation

[Electricity Supply Standard Licence Conditions](#) , conditions 27.5 and 27.6

[Gas Supply Standard Licence Conditions](#) , conditions 27.5 and 27.6