

What will energy suppliers do to help prepay customers?

Supplier What can it do? How to get help (1)

BRITISH GAS

Hasn't yet committed to sending out top-up cards or keys loaded with credit.

If you're in isolation and you think you'll use up your balance and emergency credit, contact British Gas and it has said it'll find a solution on a case-by-case basis. See its [FAQs](#).

Call 0333 202 9802

EDF

EDF says it can post top-up cards or keys loaded with credit to your home.

EDF has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says it can deliver 'preloaded' cards and keys if you need to self-isolate – this balance will then be collected back at a "suitable rate" later.

Call 0333 200 5100

E.on

E.on says it can post top-up cards or keys loaded with credit to your home or send an engineer to top up your meter.

It says if your electricity meter falls below 50p of emergency credit, or you're off supply for gas, it can either send a card or key in the post, or it will send an engineer round to top up for you. However, it advises to top up a little extra or asking a trusted person to help in order to prepare for self-isolation. See its [FAQs](#).

Call 0345 052 0000

NPOWER

Hasn't yet committed to sending out top-up cards or keys loaded with credit.

Npower has said it is taking steps to maintain essential services and support for customers. However, it says details are still being developed and urges anyone in self-isolation who is struggling to top up to get in contact with it as soon as possible.

Call 0800 073 3000

SCOTTISH POWER

it has published guidance on its [website](#).

Scottish Power has advised people who need to self-isolate to ask a friend, neighbour or family member to top up for them, and to add more credit to your meter than normal.

Call 0800 027 0072

SSE

SSE is now owned by Ovo, which is working through its guidance now.

Call 0345 026 2658

BULB

Bulb says it can post top-up cards or keys loaded with credit to your home.

Bulb has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says you can pay online and a preloaded card will be delivered. See its [FAQ](#).

Call 0300 303 0635

Co-op ENERGY

Co-op is now run by Octopus Energy, is working through its guidance

Call 0800 093 7547

E ENERGY

There is no information from E Energy but you can call them.

Call 0333 103 9575

GREEN NETWORK ENERGY

Green Network Energy are currently working through its guidance to customers and will issue an update

Call 0800 520 0202

GREEN STAR ENERGY

No information from Green Star Energy.

Call 0800 012 4510

OMNI ENERGY

Omni Energy has said it doesn't have the facility to send out top-up cards or keys loaded with credit.

However, it says it's not needed. It advises those who can top up in advance to build up credit on the meter, or ask a family member or friend to take their key or card to the shop for you. It also says it has emergency credit to maintain supply.

Call 0113 457 3219

OVO

Ovo is currently working through its guidance to customers and will update.

Call 0330 102 7517

ROBIN HOOD ENERGY

Hasn't yet committed to sending out top-up cards or keys loaded with credit.

It's advising customers to top up meters more than usual if you are able to, and has said that it will always provide an "emergency support function" for prepay users. It also told us it's working up a number of plans to help anyone struggling to pay or top up, which will be confirmed shortly.

Call 0800 030 4567

UTILITA

Hasn't yet committed to sending out top-up cards or keys loaded with credit.

However, Utilita's main focus is smart prepayment, which allows people to top up remotely. If you've a non-smart meter, it advises you to top up more than usual or ask a friend or family member to help. It also says it has called all its customers over the age of 80 and has advised them of how to top up.
Call 0345 207 2000

THE UTILITY WAREHOUSE

The Utility Warehouse is currently working through its guidance to customers and will update.

Call 0333 777 0777

(1) Whether you're on a standard credit meter or a prepayment meter, energy suppliers are urging you to contact them via email or live chat first, where possible, with any non-urgent queries, to keep phone lines free for those with serious issues or in vulnerable situations.