



**RETAIL**

Part of Energy Queensland



# A guide to using your

*power cards*



# Important information to know before we begin:



Power cards don't come preloaded with credit, so be sure to visit your nearest power card agent to add funds.



These cards are reusable, so please hold onto them and keep them safe!

# Types of power cards

You have the option to use TWO types of reusable power cards with your new meter.

## ANY house

Green 'flexi' cards can be used to add credit to a card operated meter at ANY house.



## YOUR house

The Queensland Government Electricity Rebate and any other credits you may be eligible for are issued to your Orange "linked" card for YOUR house only. The rebate credits can only be applied at the meter the orange card is linked to.



# Using your *power cards*

**1**

## **Add credit to your card**

- Visit your power card agent and recharge your reusable power card.
- They can tell you how much credit you already have on your card.

**2**

## **Transfer it to your meter**

- Hold your card against the reader on the top left of the meter for about 4 seconds.
- The red and green lights on the panel will flash while your meter reads the card.
- Wait until you hear two short beeps and the green 'card accepted' light comes on.
- All of the credit held on the card will transfer to the meter. You cannot add part of the credit from the card.
- The word 'credit' will show in the display screen.
- The amount added will show next in the display screen.
- Your transfer is now complete.
- Remove the card and keep it for next time you need to recharge with credit.

**3**

## **Add more credit before you run out**

- An alarm will sound when your credit falls below \$10.
- To stop the alarm for 12 hours, press the blue 'B' button on your meter.
- Visit your power card outlet to recharge your power card (Step 1) and top up the credit

## **Faulty** *cards*

If you think your card is faulty, take it to your power card outlet to get it checked. Faulty cards will be replaced at no cost to you.

# Friendly hours & emergency use

## Friendly Hours

Monday to Thursday 3pm to 8am & Friday 3pm to Monday 8am

The meter will not disconnect when credit runs out during Friendly Hours, regardless of whether emergency credit is activated or not.

If Emergency Credit has been activated and the meter runs out of credit during Friendly Hours, the meter will disconnect outside of friendly hours which you will have to pay back when you next add normal credit to the meter.

## Outside Friendly Hours

Monday to Friday 8am to 3pm

If credit runs out between 8am and 3pm, the meter will switch off power supply. The meter display will show 'dt' on the left and the amount owed.

## Emergency Credit

You can access \$15 in emergency credit when you have \$10 credit or less on your meter.

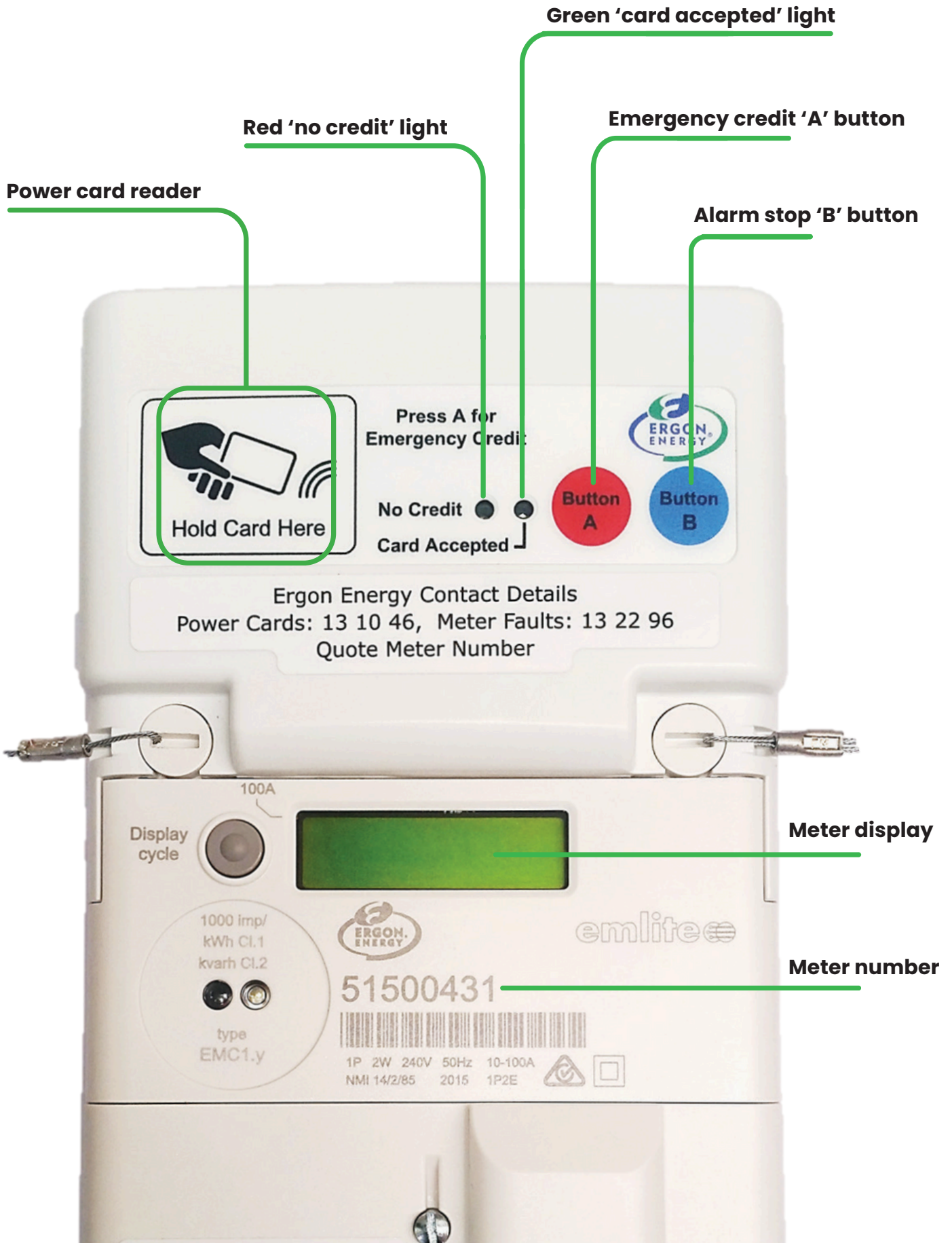
To start using emergency credit, press the red "A" button. The meter will show an "E" on the right of the display and add \$15 to the meter balance. Emergency credit will automatically apply if the credit runs out during friendly hours.

Any emergency credit is a loan and must be paid back when you next add normal credit to the meter.

**Disconnection:** Your meter will disconnect outside of friendly hours and you will have to pay back any debt or emergency credit used to reconnect your meter. Check the amount owing on the meter before recharging your power card at an agent to ensure you purchase enough credit to put the meter into credit which will restore connection.



# Your *power meter*



# Reading your *meter* display

Power supply is on

You have credit available

Amount of your credit or debt in dollars and cents

Power supply is off

You have a debt to repay before topping up with credit.



You are using emergency credit. The amount remaining is shown in dollars and cents.



Your emergency credit has been used. Your debt to repay before topping up with credit is shown in dollars and cents.

# Trouble *shooting* common errors

## Retry

Take your card away for a few seconds then try again. Hold the card against the card reader for at least 4 seconds.



## Used

Your power card does not have any credit on it. Your meter will beep and the red 'no credit' light will come on. Visit your power card outlet to recharge your card.



# When you *run out* of credit

If your credit runs out between 8am and 3pm, your meter will switch off your power supply. However, if it happens between 3pm and 8am, your meter will wait until 8am to switch off your power supply. Your meter display will show 'dt' on the left and the amount you need to repay. All credit used before your power was switched off is a loan that must be paid back when you next add normal credit to your meter.

# Credit in an *emergency*

For power when you need it, you can access \$15 in emergency credit when you have \$10 credit or less on your meter. To start using your emergency credit, press the red 'A' button. Your meter will show an 'E' on the right of the display and adds the \$15 to your credit balance. Emergency credit is a loan that must be paid back when you next add credit to your meter.

Check the amount owing on the meter before recharging your power card at an agent to ensure you purchase enough credit to put the meter into credit which will restore connection.





# Help and support

Please let us know if you have any feedback or need help to use your new power cards.

**Phone:** 13 10 46 (8am to 5pm Mon-Fri )

**Post:** Ergon Energy Retail  
PO Box 308  
Rockhampton QLD 4700

**Online:**



## Escalating a *complaint*

If you have contacted us and believe that we have been unable to fully address your query, you may wish to access a free, fair and independent service operated by the Energy and Water Ombudsman Queensland.

**Phone:** 1800 662 837 (8.30am to 5pm Mon-Fri)

**Email:** [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

**Online:** [ewoq.com.au](http://ewoq.com.au)

**Post:** Energy and Water  
Ombudsman Queensland  
PO Box 3640  
Sth Brisbane BC QLD 4701

# Contact us

If you have any questions about your electricity, feel free to contact us.

## Ergon Energy Retail

Customer service

13 10 46

8am to 5pm, Mon to Fri

[ergon.com.au/powercards](http://ergon.com.au/powercards)

Ergon Energy Queensland Pty Ltd  
ABN 11 121 177 802



Part of Energy Queensland

### **The contract between us**

The relationship you have with us comes with responsibilities and obligations.

These are detailed in the Standard Retail Contract for Card-Operated Meter Customers in Queensland, which applies without the need for you to complete or sign any documents. To access a copy, visit [ergon.com.au/contracts](http://ergon.com.au/contracts), call us on 13 10 46 from 8am to 5pm Monday to Friday or ask at your power card outlet.

