



**A guide to
using your new
power cards:**



RETAIL

Your **new** power cards are different from your current paper cards.

They don't come with credit so you need to load credit on your cards.

They're **reusable** too - don't throw them away!

Use them again next time you need to add credit.

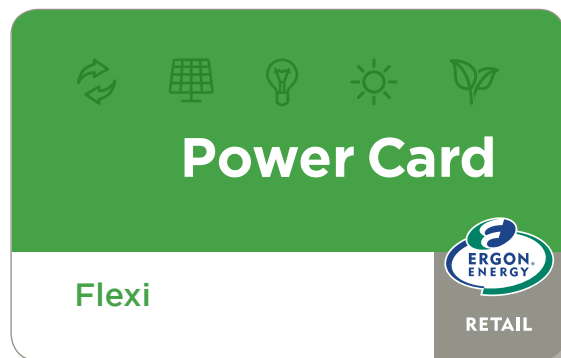
Keep your cards **safe**.

Welcome to your new 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 credits at **ANY** house.



YOUR house

Orange 'linked' cards can be used to add credits at **YOUR** house only.



Using your *power cards* to add credit to your meter

1 Add credit to your card

- Visit your power card outlet 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 on your meter (Step 2).

Faulty *cards*

If you think your card is faulty, take it to your power card outlet to get it checked.

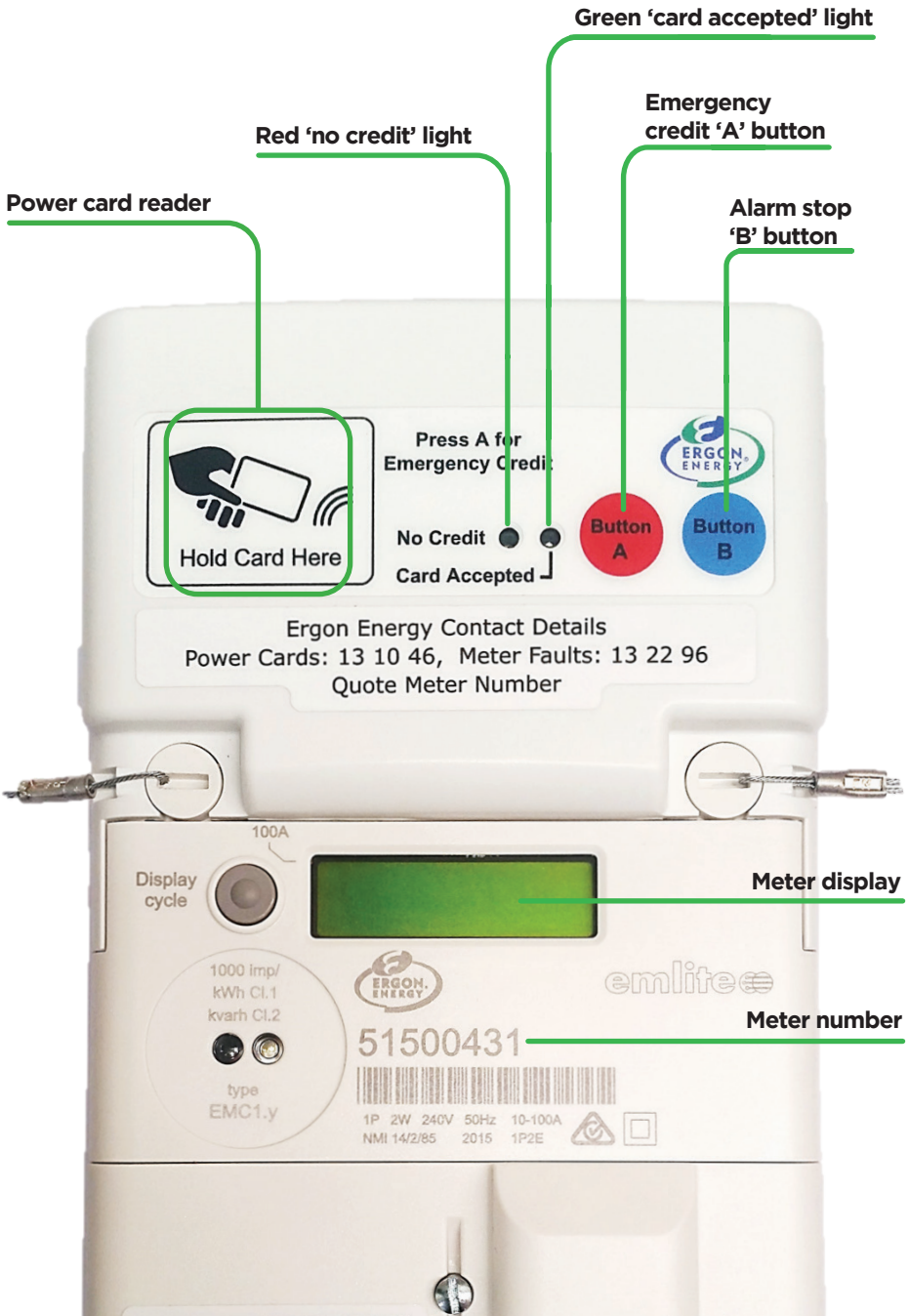
Faulty cards will be replaced at no cost to you.

Apply for an *electricity* rebate

The Queensland Government offers financial assistance to assist with the cost of electricity.

To make an application or find out more, call us on 1800 850 451 from 8am to 4.30pm Monday to Friday.

Your new *power meter*



Reading your *meter* display

Power supply is **on**

You have a **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.

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
7am to 6.30pm Mon-Fri

Online: ergon.com.au/feedback

Post: Ergon Energy Retail
PO Box 308
Rockhampton QLD 4700

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

Online: ewoq.com.au

Post: Energy and Water
Ombudsman Queensland
PO Box 3640
Sth Brisbane BC QLD 4101

Contact us

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

Ergon Energy Retail

Customer service

13 10 46

7am to 6.30pm, Mon to Fri

ergon.com.au/contact

Ergon Energy Queensland Pty Ltd

ABN 11 121 177 802

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, call us on 1800 850 451 from 8am to 4.30pm Monday to Friday or ask at your power card outlet.



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