

Energy Service Guide: Winter Edition.

Your guide to Payzone energy services.

1.



Providing a vital service to your community.

Did you know that 4 million households in Great Britain use prepayment meters to keep their homes warm and well-lit?

As a Payzone retailer, you play a crucial role in your community by offering convenient over-the-counter bill payment services for all of the UK's leading energy providers.

In this guide, we're here to support you with an informative overview of the various energy providers and bill payment options available

through your Payzone device. We've also got some helpful tips to help you promote bill payments for these energy providers in your store.

Together, we'll make sure your customers stay cosy and connected this winter.

What energy services can you Provide?

Payzone has teamed up with ALL of the leading energy providers in the UK. And don't forget, British Gas is exclusive to Payzone stores and Post Office branches. That means you're one-stop destination for all of your community's energy needs.





2.



Pay-as-you-go gas & electricity.

Customers who use a prepayment meter will ask to top up their energy supply using their gas card, electricity key or Powercode.

Please be aware that the list of service providers is not comprehensive. If in doubt, insert the key or card into the device and follow the simple steps.

Payzone product	Partners:
<p>Prepaid gas top-ups (using a gas card)</p> 	<p>All energy companies including:</p> <ul style="list-style-type: none">• British Gas• EDF• E.ON Next• Utilita• Octopus• Boost• Opus• Ecotricity• Yu Energy• E (Gas and Electricity LTD)• Good Energy• Co-op Energy• Scottish Power• Affect Energy• Bryt Energy
<p>Prepaid electric top-ups (using an electricity key)</p> 	<ul style="list-style-type: none">• British Gas• EDF• E.ON Next• Utilita• Opus• Co-op Energy• Affect Energy• Bryt Energy• Ecotricity• E (Gas and Electricity LTD)• Octopus• Scottish Power• Utility Warehouse• Yu Energy
<p>Prepaid electric top-ups (via Keypad)</p>	<ul style="list-style-type: none">• Airtricity SSE• Budget• Calor Gas• Octopus

3.



Pay-as-you-go gas & electric smart meters.

Customers who use a pay-as-you-go smart meter will ask to top up their energy supply using their smart card or smart voucher.

Please be aware that the list of service providers is not comprehensive. If in doubt, insert the key or card into the device and follow the simple steps.

Payzone product	Partners
<ul style="list-style-type: none">• Prepaid top-ups using a smart card	<ul style="list-style-type: none">• British Gas• E.ON Next• Jersey Electricity (Electricity only)• Utilita• Scottish Power• Ovo



4.



Energy bill payments.

Customers who don't have a prepayment meter but prefer to pay their energy bills in cash using a paper bill or magnetic payment card.

Payzone product	Partners
<ul style="list-style-type: none">• Barcoded bill payments	<ul style="list-style-type: none">• British Gas• EDF• E.ON Next• Scottish Power• Ovo• Octopus



5.



Are you an energy key & card stockist?

If you're an Energy Key & Card Stockist you can distribute new gas cards and electricity keys and activate them.

Payzone product	Partners
<ul style="list-style-type: none">• Replacement gas card• Replacement electric key	<ul style="list-style-type: none">• British Gas• E.ON Next• EDF• Scottish Power• Ovo• Octopus
<ul style="list-style-type: none">• New/blank gas card activation• New/blank electricity key activation	<ul style="list-style-type: none">• British Gas• EDF• E.ON Next• Scottish Power• Ovo• Octopus



6.



Promoting energy services in store.

In the past year, a staggering 600,000 people made the switch to prepayment meters.

With the cost of living on the rise, even more people are likely to depend on over-the-counter energy top-ups in the near future. And that's where you come in.

By actively promoting energy bill payments in your store, you're not just providing a valuable service to those who may be more vulnerable, but you're also opening your doors to a wider customer base. It's a win-win situation, helping both your community and your business thrive.

Here are some fantastic ways to boost awareness and promote energy services in your store:

1. Eye-catching Payzone signage

Make sure your store stands out with eye-catching Payzone signage outside. This way, people in your community who rely on prepayment meters will know that you're their go-to place. Not only will it encourage them to top up, but it might also entice them to explore and make additional purchases in your shop. If you need fresh signage, take a peek at our Welcome Hub for our branded pavement sign:

[Payzone Welcome Hub](#)

2. Engaging point-of-sale (POS) materials

We've expanded our partnered energy providers over the years and it's important that your customers know about it. Spice up your store's interior with decals and shelf wobblers that proudly display the variety of bill payment services you can offer. Check out our selection and give your store a refresh:

[Payzone POS Materials](#)

3. Online presence

If your business has an online presence, make sure it's updated with all the services you provide, including energy services. Whether it's Facebook, Instagram, or Google My Business, keep your profiles current. We've even prepared downloadable assets to help you promote energy services during the winter season. Don't have social media profiles set up yet? No worries! Head over to our Social Media Toolkit for handy guides on creating these profiles.

[Social Media Toolkit](#)