

Smart pay-as-you-go online account guide

As a smart prepayment customer, you'll have access to our online account, which you can use to check your balance and top up your meter.

Sign in to your online account at account.goodenergy.co.uk.

If we have your email address, we'll have sent you details for how to log in to your online account. If we don't have your email address and you'd like to register one with us so you can use the online account, please email hello@goodenergy.co.uk or call us on **0345 034 2400** or **freephone 0800 254 0022**.

Sign in

You can access the online account at account.goodenergy.co.uk.

If it's your first time logging in, you'll need to go to account.goodenergy.co.uk and click **Register online account**. You'll be asked to enter your email address and create a password. We'll then send you an email with a link to verify your email address. For security reasons, the link will expire after 1 hour.

Forgotten password

If you've forgotten your password, go to account.goodenergy.co.uk and click **Forgotten your password?** to reset it.

You'll be asked to enter your account email address and will then receive an email with a link to create your new password. Once this is done, you'll be able to sign in with your email address and new password.

Dashboard

After you've logged in, you'll see your dashboard. From here you can top up, your payment history, and quickly see your electricity and/or gas meter balances and any debt balance.

Top up

You can top up your electricity and gas meters separately.

1. Click the **Top-up** button below the meter you want to top up.
2. Enter the top up amount you'd like to add to the meter. This must be more than 30p and no more than £80. **Remember, your top up needs to cover your energy usage, your daily standing charge, and any debt repayment amounts.**
3. Enter your card details and confirm your payment by clicking the **Pay** button.
4. You'll see the payment confirmation page if your payment has been successful and the credit added to the meter.

There are some common errors that can occur during top up:

- Your payment could be unsuccessful. This could be due to insufficient funds in your bank account, or the payment being blocked. Contact your bank and then try again.
- Your payment could be successful, but we can't connect to the meter to apply the credit. To add the credit to your meter, you'll need to input your UTRN top up code onto your meter. You can find this in the text message and email we send you shortly after top up, on the payment history page, or by calling us.

The UTRN is the Unique Transaction Reference Number, a unique code generated each time you top up. You can use our guide to find out how to enter this onto your meter. Remember, a UTRN can only be used once.

What is emergency credit?

If you have a smart prepayment meter and your active balance (the balance which excludes any debt being repaid) falls below £5, you will receive a notification. You should aim to top up using your online account before that point to stop your supply from disconnecting. You'll also receive a notification when your meter has been disconnected for two hours.

If you're running low and can't top up straight away, your meter(s) has been preloaded with £15 emergency credit per fuel type. This is available from when your balance reaches £5. Any emergency credit you use will need to be repaid. So, when you next top up the amount will be taken from your credit. Make sure you buy enough credit to cover the emergency credit used, your debt payments, and at least £1 of positive credit so that your meter is brought back into a positive 'credit balance' so that you remain on supply during our office opening hours.

Your smart prepayment meter will not disconnect when our offices are closed in case you need support with topping up or reconnecting your meter.

For example, if you run out of credit when our office closes on a Friday, your meter will not disconnect until 10am the following Monday. In this scenario, if you don't top up over the weekend, your usage charges will accrue on your credit balance and you will need to top up enough so that your meter is brought back into a positive credit balance by 10am on Monday so that your supply does not disconnect.

For guidance on how to activate your emergency credit, please **[visit our website](#)**.