



## **Npower**

We have recently contacted Npower and they have two support options for customers who use payment meters.

**Option 1:** 'Fuel Support Voucher'. This is available to the following individuals/families:

- Those receiving benefits
- Unable to top up
- Individuals who are facing financial hardship due to unforeseen circumstances

In order to obtain a Fuel Support Voucher simply get in contact with Npower using one of the means below. The 'Prepayment Team', will support you in completing an application.

**Options 2:** 'Credit Payment'. Contact Npower and one of the representatives will complete an application form with you. Once this has been processed, a credit code will be sent to you and to a local store. If you are topping up electricity you will have one hour to claim your credit and 2 hours if you are topping up gas. Re-payments will be deducted on a weekly basis to pay back the amount claimed on this option.

If you are unable to get to the shops, Npower are able to send you a new card/key in the post (providing the postal services are still in operation).

Note: This information was obtained on 20<sup>th</sup> March 2020 from a Npower customer advisor. If you would like further information, please call the pre-payment team:

- Telephone: 0330 100 3000
- Whatsapp number: 0800 197 3920
- Live Chat: visit google – [www.npowerlivechat](https://www.npowerlivechat.com)
- Or download the Npower app on Google Play or the Apple Store.