





Easy Read Information  
Produced by  
Mencap Liverpool & Sefton

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## Electricity and gas

### How to stay on top of your card meter






	<p><b>A card meter is a special type of electricity meter that can be put into your home.</b></p>
	<p><b>You pay for your electricity and gas by adding money onto a key or a card.</b></p> <p><b>You then put this into your meter.</b></p>
	<p><b>When the money runs out on the meter you have to top it up.</b></p> <p><b>This can be done at the post office.</b></p>
	<p><b>However, during self-isolation this might be hard to do.</b></p>

This information is produced for free. Please share it with anyone who might find it useful.

We are doing our best to make sure it is accurate and up-to-date.

Mencap Liverpool. Registered Office Address 9 Lydia Ann Street Liverpool L1 5PW.  
Registered Charity Number 1004262. Company Limited by Guarantee 2146838 (England)

Please send any post to Mencap Liverpool & Sefton, 6-8 Mariners Road, Crosby, L23 6SX  
For all our information about Corona Virus Outbreak, please visit: [www.mencapliverpool.org.uk/covid19](http://www.mencapliverpool.org.uk/covid19)

	<p>The government will protect those who are vulnerable or having money problems.</p>
	<p>If you have a card meter you should phone your electricity and gas company.</p> <p>This will help find ways to keep your electricity on.</p>
	<p>Once you speak to the company they might:</p> <ul style="list-style-type: none"> <li>.Get you to ask someone who is not in isolation to top up your key or card for you</li> </ul>
	<ul style="list-style-type: none"> <li>. Give you help and add money to your credit account.</li> </ul>
	<ul style="list-style-type: none"> <li>. They might send you out a pre-loaded top up card.</li> </ul>
	<p>If your card meter is outside, make sure to keep it unlocked so someone can top it up for you.</p>