



Energy vouchers

Select Energy FAQs

For more information on how to use your energy voucher, please see [the user guide](#).

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1. What's the difference between an eCode and a voucher?

eCode – this is a unique 16-digit number which will be sent to you by email or post. You will need to exchange this eCode for an energy voucher for your specific energy provider at www.selectyourcompliment.co.uk/energy. You cannot use the eCode directly with your energy provider, it must be exchanged for an energy voucher first.

Voucher – you need to exchange your eCode for a voucher which can be used towards payment for your energy bills. To get your energy voucher, exchange your 16-digit eCode at www.selectyourcompliment.co.uk/energy.

The voucher will be sent to the email address you entered during checkout. You will need to take the voucher to your local Paypoint terminal ([link](#)) to exchange the voucher for payment towards your energy bills.

2. How do I know who my energy provider is?

To find out who your gas provider is, contact the Meter Point Administration Service:

- Use their online [Find My Provider search tool](#)
- Call them on [0870 608 1524](tel:08706081524) (Calls to this number are charged at 7p per minute, plus your phone company's access charge)

To find out who your electricity provider is, contact your energy network operator:

- Use the [Energy Network Association search tool](#) to find your network operator by postcode.
- Then contact the network operator for your electricity provider details.

3. What if I'm with a different provider for my gas and electric?

Once you have exchanged your voucher at a Paypoint terminal, you will be able to top up your gas and electricity, or pay your energy bills with any provider. You can divide the value you are given between each supplier you have.

4. How do I use my eCode?

Please [read the user guide](#) for the step by step instructions.

5. I can't redeem my eCode

Please follow the troubleshooting steps below:

- You may have entered the incorrect eCode. Please try to enter your eCode again. If your eCode is still not accepted, please delete the browsing history on your device, as your device may be storing the incorrect eCode in its memory.
- If you received the eCode by post or letter:
 - All eCodes should be 16 digits long. If your eCode has a different number of digits, speak to your local authority or other organisation and ask if the eCode is correct. There should be contact details on the letter you've received.
 - Your local authority or other organisation can also check the status of your eCode, including the eCode's 'Activation date'. eCodes will not work until on or after this date.
- If you've followed all the steps above and you still cannot redeem your eCode, please email energysupport@edenred.com for more information or call 0333 400 2452.

6. How do I know what the value of the eCode is?

The value of the eCode will be shown in the email or letter sent to you. If the value is missing, please contact your local authority or other organisation who will be able to look this up for you ([you can find your local authority on GOV.UK](#)).

When you exchange your eCode for a voucher, the value of your voucher will be written on the voucher.

7. Do I have to use the full value of the eCode when exchanging it for a voucher?

Yes – when redeeming your eCode, you must use the full amount in one transaction.

8. How long do I have to exchange the eCode?

You will have 3 months to redeem your eCode. The expiry date for a specific eCode will be included in the email. Energy vouchers also have a 3 month expiry date so make sure you exchange it for a top-up before it runs out.

9. What happens if my eCode has expired?

The eCode is cancelled and the money associated is returned to the local authority (or other organisation) who asked us to send you the eCode.

10. I'm supposed to have an eCode but I have not received anything?

eCodes will usually be sent to you by e-mail. If it has not arrived, please check your junk mail folder. The email will come from noreply@edenred.com and the eCode will be a 16-digit number.

If the email address that your local authority or other organisation used to send the original eCode to you is correct, please carefully read the instructions and complete the form at the link below to ask us to send it to you again:

<https://cdn.edenred.uk.com/select/eCode-resend-request.html>

If the email address does not match the email address in our systems or you need to send the eCode to a different email address, we cannot resend this to you for security reasons. You will need to contact your local authority or other organisation directly so they can cancel the eCode and send you a new one.

11. Can I get a refund for my voucher?

No, once a voucher has been ordered it cannot be refunded or exchanged.

12. My voucher barcode won't scan in the shop

You will need to download the images in the email containing the voucher to make the barcode appear. Right click or tap on the message at the top of your email to download images. Please see the screenshot below of the voucher after images have been downloaded (the barcode will now show).

PAYPOINT CASHOUT VOUCHER

Please find your voucher below, this can be redeemed for cash at any PayPoint store.



To redeem:

Take this voucher to a PayPoint store and hand it to the Retailer.

Notes:

This voucher will expire on the date shown below.

This voucher can only be redeemed once.

To find your nearest PayPoint store please visit <https://consumer.paypoint.com/cashout>



If your barcode won't scan after downloading images, please try the following:

- The brightness of your mobile phone's screen display may not be high enough. Try turning up the brightness.
- The full barcode may not be showing on screen – landscape always works better. It may not work if you have damage to your mobile phone's screen.
- Staff in your local PayPoint may be able to adjust as necessary. If the barcode continues to fail to scan the number can be manually entered at the till.
- If you receive an invalid error message when scanning or entering your voucher, please check that your voucher has not already been used by another person from your household. Vouchers can only be used once.

If you are certain the voucher has not already been used, please contact the local authority or other organisation who gave you the voucher.

13. Can I use my voucher to top up over the phone/online/via the app?

No, you will need to go your local PayPoint to exchange your voucher for payment towards your energy bills. Please [read the user guide](#) for the step by step instructions.

14. I've exchanged an eCode for a voucher, but it hasn't come through to my email?

Firstly, check your junk mail or trash folder. If it still hasn't arrived within 24 hours, you can request for the voucher to be resent to the same email address by completing an online form here: <https://cdn.edenred.uk.com/select/eGift-card-resent.html>

If the voucher was sent to the wrong email address and you need it to be resent to a different email, please send the following information to energysupport@edenred.com

- Incorrect email address you entered
- New email address you would like it sent to
- Your energy provider
- Voucher value
- Date and approximate time you ordered the voucher

15. I can't see the barcode in the voucher email

This is because some email inbox providers automatically switch off the downloading of images for new emails. You should see a prompt to 'Display images' or 'Download full message' to see the barcode (see Q13). Please note that some shops require you to click on a link in the email to see the barcode in an internet browser instead.

16. I've lost my eCode, how do I get a new one?

If you can't find the eCode that's been sent to you by your local authority, you can request for it to be re-sent to you: <https://cdn.edenred.uk.com/select/eCode-resent-request.html>

17. What happens if I have a smartphone but no data when I'm at the shop?

We recommend ordering your voucher at home when connected to WIFI before you go to the shop. Take a screenshot of the voucher barcode before going to the shop as this should still scan when you're in store.

18. I'm not able to get to my local PayPoint

You can forward the voucher to someone else and give them your prepayment meter card/key to top up on your behalf if you're not able to get to the shop. The voucher email contains a link to a barcode which can be presented at the till. If the person who is topping up your energy on your behalf is asked for ID at the till, they can show their own.

19. How often will I receive an energy voucher?

Your local authority or other organisation provides the funding to grant you an energy voucher. Please contact them to discuss the support you need to help with the costs of energy. They will tell you how much funding you can get and how often you can get a voucher.