# utilita

get smart energy

# Your Guide to Utilita
Helping you Save Money and Energy

# Contents

## What is Utilita Get Smart Energy?

Utilita get smart energy is a simple 'pay-as-you-go' method of buying gas and electricity, which will help you save money and energy.

As well as this Utilita will supply new smart metering, allowing you to view your energy consumption at the push of a button.  All get smart customers benefit from fair prices, the ease of having top-ups sent remotely to their meters, the convenience of 'Emergency' and 'Friendly Credit', and the choice of a number of payment options.

## Your New Meters

Your get smart energy metering consists of new electricity and gas meters, which replace your old ones, and a Freedom Unit that works as your main control and display panel.
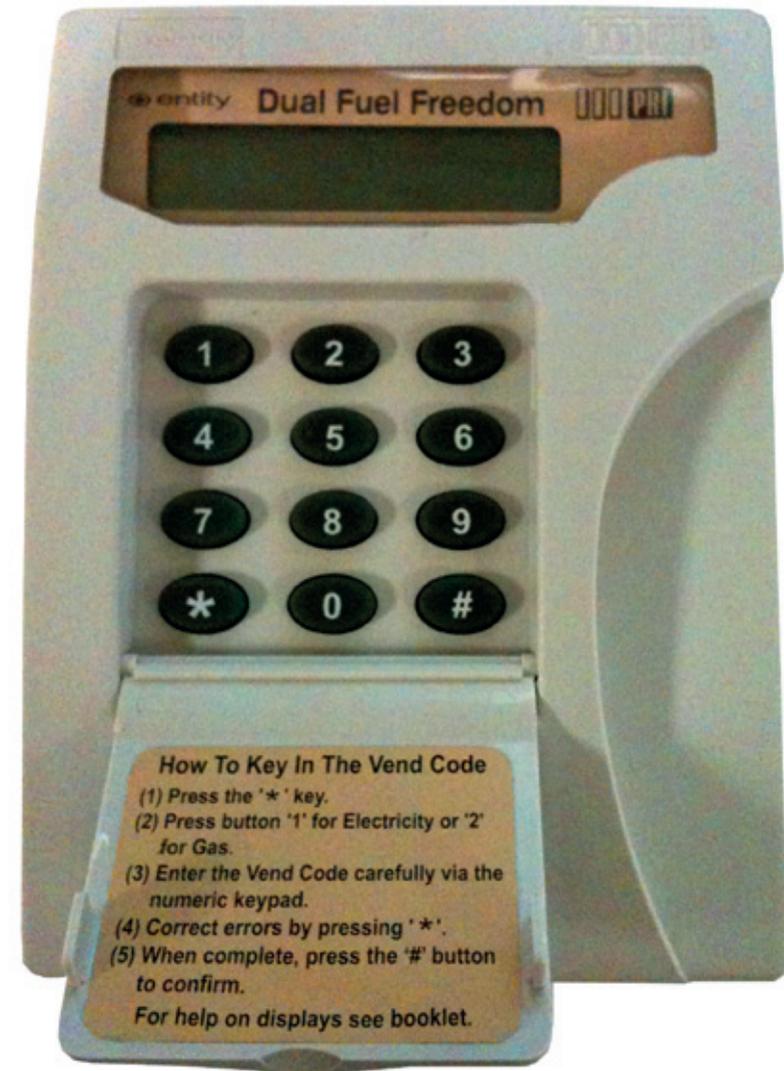
Electricity Meter    Gas Meter    Freedom Unit

The Freedom unit helps you to monitor your energy usage and your meter installer will have found a suitable working position for it. You should keep the Freedom Unit where it is installed and plugged in at all times. In the event of a power cut, always ensure the Freedom Unit has working AA batteries inside. The Freedom unit may work in other parts of your home but if it displays a "NO COMMS" message, then it is too far away from the electricity and gas meters and you should try to move it closer.

entity Dual Fuel Freedom

How To Key In The Vend Code
(1) Press the '＊' key.
(2) Press button '1' for Electricity or '2' for Gas.
(3) Enter the Vend Code carefully via the numeric keypad.
(4) Correct errors by pressing '＊'.
(5) When complete, press the '#' button to confirm.
For help on displays see booklet.

# Getting Started

You will have been given your own get smart electricity and gas cards enabling you to top-up your meters. Please keep these cards away from heat and strong magnetic fields. If you move house in the future you will need to leave these at the property (see page 28).
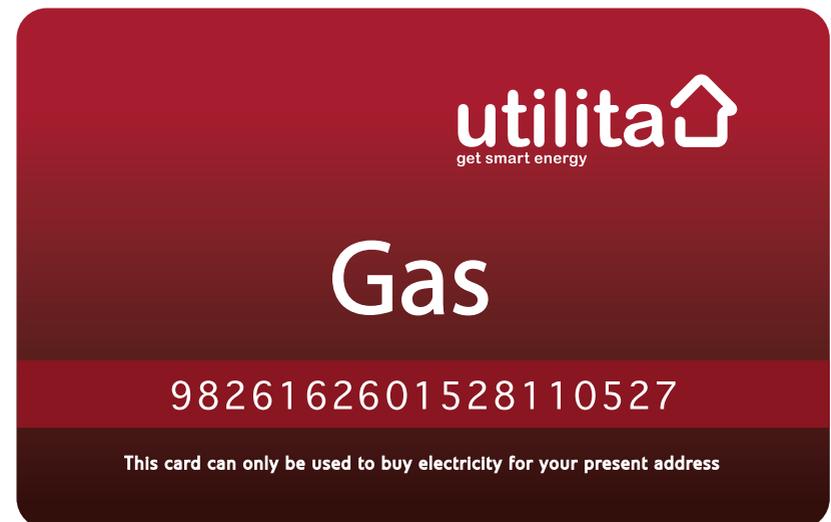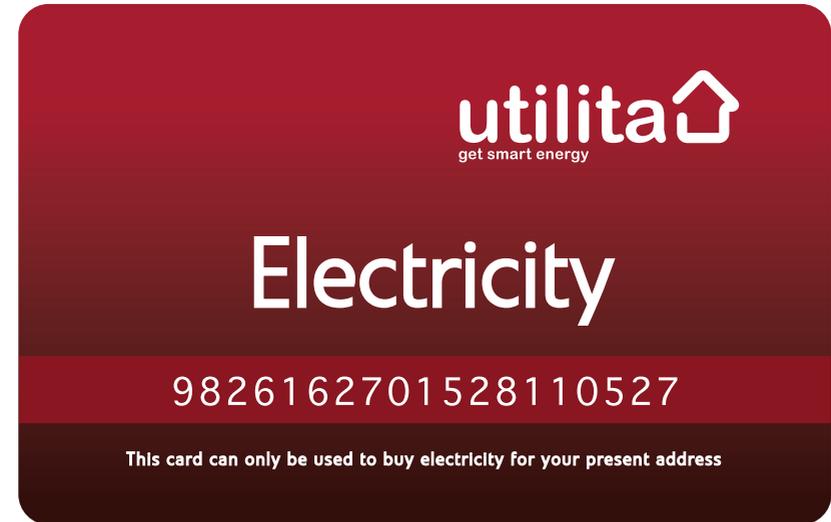
You can only use the electricity card to top-up your electricity meter and the gas card to top-up your gas meter.

You will need to take the cards with you when you top-up at your local PayPoint outlet, or have them to hand when you phone Utilita Customer Services.

To help you get started, we have installed your new metering with positive credit on both gas and electricity. But you should top-up very soon before that credit runs out.

There are three other ways you can keep your meter topped-up:

1. Online at www.utilita.co.uk
2. Text Message - from January 2011 onwards, see website for details
3: Monthly direct debit plan – phone: 0845 450 4357

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## Electricity

9826162701528110527

This card can only be used to buy electricity for your present address

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## Gas

9826162601528110527

This card can only be used to buy electricity for your present address

# How will I know how much credit I have left?

## Step 1 To see how much electricity you have left

a. Press the **7** button twice on your Freedom Unit for electricity

b Press the **7** button a third and a fourth time to get an estimate of how many days your credit should last based upon your average use over the last 7 days.

a.

`IIIPRI    Freedom    CE entity`
`6.28`

## Step 2 To see how much gas you have left

a. Press the **8** button two times on your Freedom Unit for Gas

b. Press the **8** button a third and a fourth time to get an estimage of how many days your credit should last based upon your average use over the last 7 days.
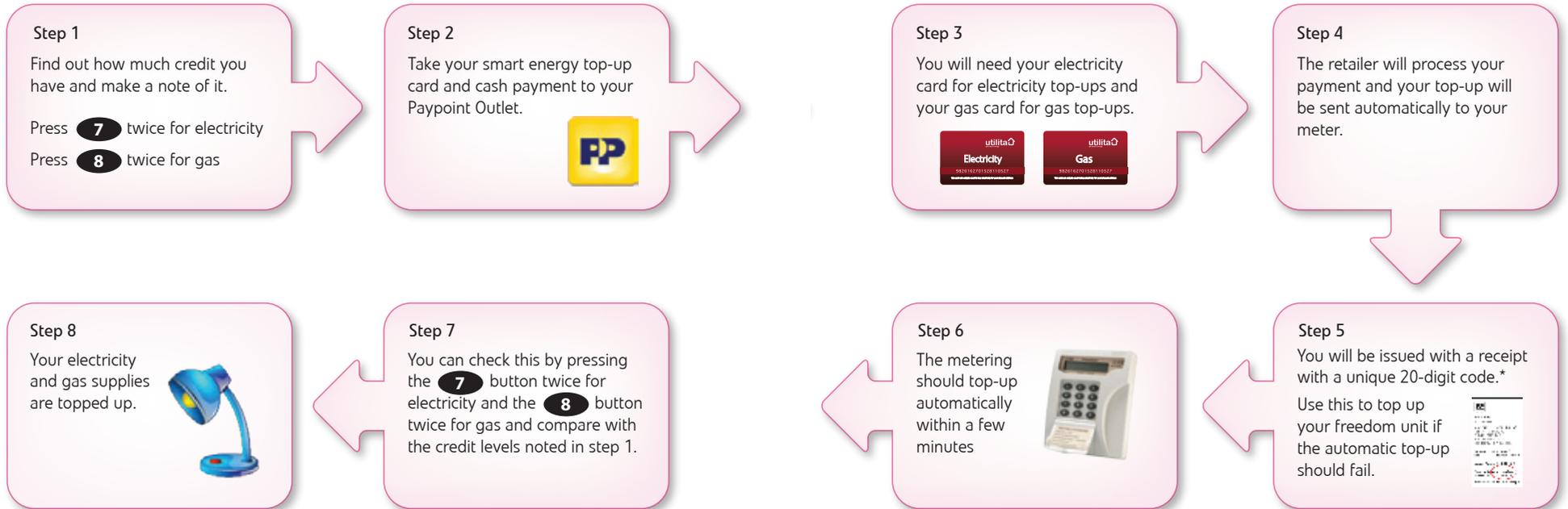
b.

`IIIPRI    Freedom    CE entity`
`3 DAYS`

Please note, the number of days left displayed is just a guide, as you may use more or less gas and electricity week by week and your weekly use will change between seasons. **REMEMBER** when your meter is first installed, it will be at least one week before this display calculates your usage.

## Will I get a warning if my credit is low?

Yes, if your credit reduces below £1 you will hear an alarm sound for 2 minutes. To turn off the alarm sound, first press the **0** button on the Freedom Unit and the reason for the alarm will be displayed followed by **'B ACCEPT'**. You then need to press the **#** button and the alarm should go off. If you miss the alarm, it will be repeated every half an hour until the correct buttons are pressed. However the alarm will not sound between 10pm and 8am* (see Emergency Credit, page 22).

*GMT time may vary between 10am-11am and 4pm-5pm depending on the time of year.

# How to Buy Gas and Electricity Via a Paypoint Outlet

**Step 1**

Find out how much credit you have and make a note of it.

Press **7** twice for electricity

Press **8** twice for gas

**Step 2**

Take your smart energy top-up card and cash payment to your Paypoint Outlet.

**Step 3**

You will need your electricity card for electricity top-ups and your gas card for gas top-ups.

**Step 4**

The retailer will process your payment and your top-up will be sent automatically to your meter.

**Step 8**

Your electricity and gas supplies are topped up.

**Step 7**

You can check this by pressing the **7** button twice for electricity and the **8** button twice for gas and compare with the credit levels noted in step 1.

**Step 6**

The metering should top-up automatically within a few minutes

**Step 5**

You will be issued with a receipt with a unique 20-digit code.*

Use this to top up your freedom unit if the automatic top-up should fail.

*The code may be more than 20 digits.

# How to Buy Gas and Electricity in my Home

## Set up a Direct Debit

**Step 1**

Telephone Utilita Customer services on **0845 450 4357** between 9.00am and 5.00pm, Monday to Friday.

**Step 2**

You will be asked for your postcode your bank details, preferred payment date and fixed monthly payment amount.

**Step 3**

We will process your details and send confirmation of the fixed monthly amount and chosen payment date.

**Step 4**

The monthly top-ups will be sent automatically to the meter 4 days after the payment date.

## Top-up Online

**Step 1**

Go to www.utilita.co.uk and click on "make an online payment".

**Step 2**

Enter the last 9 digits of your 19 digit Electricity or Gas card.

**Step 3**

Enter the amount that you wish to top up by.

**Step 4**

The amount that you have chosen to top-up by will be automatically sent to your meter.

# How to Top-up Your Meter Manually

## Step 1 To select which fuel code to enter

a.  Press the ✳ button on your Freedom Unit

b.  Press the **1** button to select electricity code entry, or the ✳ button and then the **2** button for gas code entry.
**The message KEY CODE is displayed**

b.

```
 ▥PRI      Freedom     ▣ CE
                           ⊕entity
 KEY CODE
```

## Step 2 Enter the CODE

a.  Now key in the 20-digit POWERCODE* or the 20-digit GASCODE* which appears on your paypoint receipt, or you may have written it down when you spoke to Customer Services.
If you key-in a wrong digit, you can go back by pressing the ✳ button.

\* The code may be more than 20 digits

## Step 3 Send your CODE

a.  Press the **#** button

b.  The message 'SENDING' will be immediately displayed.

c.  Just wait for a few seconds and wait for one of the following messages to be displayed:
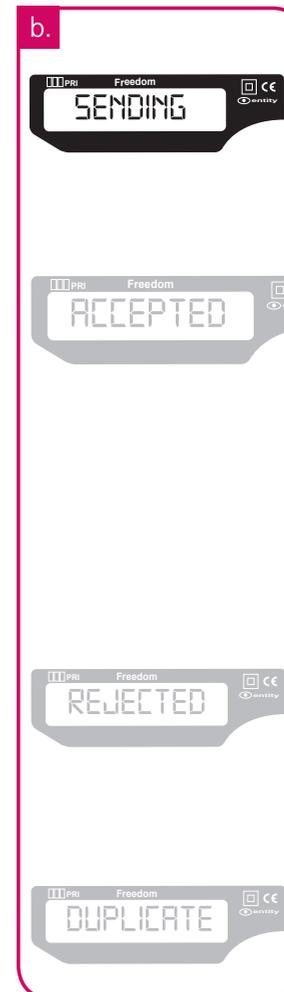
**'Accepted'**
You have keyed in the POWERCODE or GASCODE correctly. The amount of electricity or gas you have bought will then appear followed by the word 'ACCOUNT', then the total amount of credit that you have.

**'Rejected'**
This means the code entered has been 'REJECTED', the meter will then give a reason why:

**'Duplicate'**
You have already keyed in the

b.

```
 ▥PRI      Freedom     ▣ CE
                           ⊕entity
 SENDING
```

```
 ▥PRI      Freedom     ▣
                           ⊕en
 ACCEPTED
```

```
 ▥PRI      Freedom     ▣ CE
                           ⊕entity
 REJECTED
```

```
 ▥PRI      Freedom     ▣ CE
                           ⊕entity
 DUPLICATE
```

POWERCODE or GASCODE, or that the POWERCODE or GASCODE have already been used to remotely top-up the meter.

**'Incorrect'**
The POWERCODE or GASCODE has been keyed in incorrectly.

Wait until this message clears, press the ✱ button and then the ① button to carefully re-enter the POWERCODE followed by the # button, or press the ✱ then the ② button to re-enter the GASCODE followed by the # button.

**'Wrong Tar'**
Either you did not key in an earlier 'special tariff change' POWERCODE or GASCODE which would have been sent to you on a previous receipt. This can also mean 'DUPLICATE' (see page 14)

```
[ ]PRI    Freedom    [ ] CE
INCORRECT        entily
```

```
[ ]PRI    Freedom    [ ] CE
WRONG TAR        entily
```

**WARNING:**
*This special tariff change POWERCODE or GASCODE will only be issued to you if there has been a change to electricity or gas prices.*

*Please call Utilita Customer services if you cannot find your TARIFF CHANGE code on a previous receipt.*

• Press the ✱ button and enter in the special tariff change POWERCODE or GASCODE.

• Now press the ✱ button and then the ① button to re-enter the correct POWERCODE followed by the # button, or press the ✱ button and then the ② button to re-enter the GASCODE followed by the # button.

**'KB Lock'**

Your POWERCODE or GASCODE has been rejected five times in a row; this may be for one of the following reasons:

- You don't have sufficient credit
- You haven't keyed in a valid POWERCODE or GASCODE
- Your Freedom Unit is not communicating with your gas or electricity meter

If you are unable to resolve the problem, please call customer services for further assistance.

**'Error'**

there has been a delay of more than 20 seconds in keying in the numbers or you have not keyed in the full number.

Please press the ✳ button again and then the ①  button to re-enter the correct POWERCODE followed by the # button, or press the ✳ button and then the ② button to re-enter the

KB LOCK
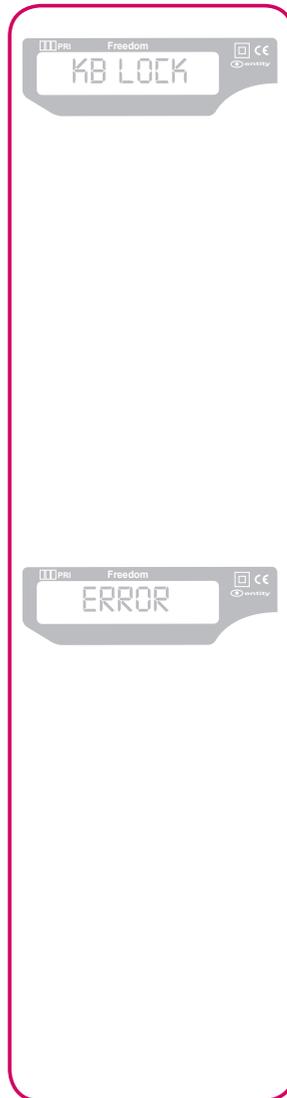
ERROR

GASCODE followed by the # button. Repeat this process should the message **'Error'** appear again on the display.

**'No Comms'**

This means the freedom unit is not communicating with the gas or electricity meter.

- Temporarily unplug the Freedom Unit to check the batteries are working
- Move the Freedom Unit closer to the gas or electric meter

Note: If the problem persists turn the Freedom Unit off and remove the batteries for 1 hour. Then plug back in and try re-typing an old code, give it 10 – 15 minutes to register. If it still displays **'No Comms'** call for further assistance.

**Customer Services:**
**0845 450 4357**

NO COMMS
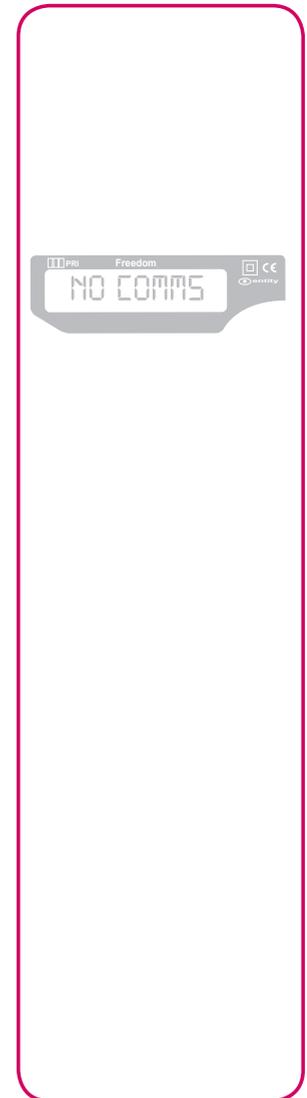
# How do I check which POWERCODES or GASCODES I have already entered?

## Step 1 Key in POWERCODE or GASCODE

a.  Press the  ✱  button on your
Freedom Unit  followed by the
**1**  button for POWERCODES.
Press the  ✱  button followed by
the  **2** for GASCODES
b.  Enter the CODE that you would like
to check and press the  **#**
button.

## Step 2 Check the code

a. If the message 'REJECTED' appears
followed by the message
'DUPLICATE' the number has been
used before.

a.

PRI      Freedom

**REJECTED**

entity

## Step 3 Check for Previous codes used

a.  Press the  **9**  button repeatedly
and the last 3 POWERCODES entered
will appear in groups of 5 digits
followed by the last 3 GASCODES,
also in groups of 5 digits.
b. By pressing the  **#**  button you
can move backwards through groups
of 5 digits.

## What happens if I have arrears (previous charges)?

• Each time you buy electricity or gas, a percentage of the
amount bought will go towards reducing the previous
charges
• Or you can make an additional full or part payment to
clear the previous charges.

Your PayPoint receipt will show the amount of payment
towards previous charges so that you can keep track.

Emergency Credit

# Emergency & Friendly Credit

It is advisable to make sure both your gas and electricity are always in credit.

*There are many PayPoint outlets available to you with long opening hours to buy electricity and gas.*

*Please note: Visit www.utilita.co.uk to find your nearest PayPoint outlet now or click* **'Pay Online'**

If you have already pressed the **0** and **#** buttons to switch off the low credit alarm (see page 8) you will automatically receive £10 of full power emergency supply. This is called **EMERGENCY CREDIT**.

If you have not pressed the **0** and **#** buttons to switch off the low credit alarm, your supply will eventually go off. Should this happen, simply press the **0** and **#** buttons and your supply will come back on after a few seconds, and you will automatically receive £10 of emergency supply.

If you top-up whilst in Emergency Credit, don't forget you need to:

- Repay the Emergency Credit that you have used
- Ensure the meter has a minimum of £1 credit on it
*Otherwise the alarm will sound!*

For example, if you have used £3 of Emergency Credit, then you need to top-up at least £4.

To find out the amount of Emergency Credit Used, check the message that scrolls through the Freedom Unit which will show you the amount of used Emergency Credit in the form of a negative number - for the above example the Freedom Unit display will show 'E ACCOUNT' then 'E USED' then 'E-£3.00'.

If you have run out of supply but there are positive funds of at least £1 on both meters please call:

**0845 450 4599**

## What happens if my Emergency Credit runs out?

If your emergency credit runs out during the week after 4pm*, the supply **WILL NOT** go off until 10am* the following day. This will give you enough time to buy more electricity or gas.

If your EMERGENCY CREDIT runs out after 4pm on a Friday (or before a Bank Holiday), the supply **WILL NOT** go off until 10am* the following Monday (or the day after a Bank Holiday). This will give you enough time to buy more electricity or gas.

This extra emergency supply is called '**FRIENDLY CREDIT**'

Remember, the next time you buy electricity or gas, you will need to pay off the EMERGENCY CREDIT, and any FRIENDLY CREDIT used will also be deducted from your payment. Please bear in mind each meter works with a minimum of £1. This means, for example, if you have gone into EMERGENCY CREDIT and used £4 of Friendly Credit, you will need to top-up the meter by at least £15. £10 to pay off the Emergency Credit, £4 to pay off the Friendly Credit and £1 to get the meter going.

*GMT time may vary between 10am-11am and 4pm-5pm depending on the time of year.

## What happens if my Supply goes off?

If you run out of 'EMERGENCY CREDIT' and 'FRIENDLY CREDIT' (see page 22), you will need to pay for a top-up at your local PayPoint outlet and keep the receipt on which you'll find the 20-digit POWERCODE or GASCODE.

**If you have run out of credit on your Electricity account the remote top-up will not register on your meter; you can either:**

- Key in the 20-digit POWERCODE directly into the **Electricity Meter** (by first pressing the ✱ button and then the ✱ button and then enter the code followed by the # button). You cannot use the Freedom Unit, as it will not have any power.

- Or you can insert two AA batteries into the front of the Freedom Unit, make sure it is working, and then key the 20-digit POWERCODE into the Freedom Unit (by first pressing the ✱ button and then the 1 button and then enter the code followed by the # button).

**If you run out of credit on your Gas account**

Please ensure that your gas credit has been topped up to at least £1 or else the gas will not be restored. The display will then show 'SHUT OFF APPLIANCES'. Ensure that all gas appliances in your property are turned off and then press the # button to accept this message. Finally it should display 'PRESS KEY ON GAS', accept the message by pressing the # button.

On your Gas Meter press and hold the Blue key until you see a light at the bottom of the gas meter with the letters SOV just below it. When this flashes let go of the button and wait. A 'Klunk' noise from your Gas Meter will be the valve re-opening.

Relight your boiler to ensure that the gas is once again flowing.

In the unlikely event that this procedure does not restore your gas supply please call us on **0845 450 4357** between the hours of **8am and 5.30pm** or on **0845 450 4599** between the hours of **5.30pm and midnight.**

# Moving Home

If you are planning to move house, please contact Utilita Customer Services on **0845 450 4357** to advise us of your plans and arrange for any credit to be refunded. If you do not contact Utilita, you may not be able to receive any refunds.

Please leave this booklet and all top-up cards for the next occupier, so they can contact Utilita about topping-up their meters.

# Lost Your Card?

Don't worry - the cards cannot be used with any other meter and if you lose a card, you do not lose any money. If you have lost a card, just contact Utilita Customer Services to report the loss and they will arrange for a new card to be sent to you (a small charge may be applicable). You will also be given your 19-digit Electricity or Gas Card Number, which you can use to buy a top-up at your local PayPoint outlet. It may be useful to keep a record of your Card Numbers on the back cover of this booklet.

# The Freedom Unit

Your new smart metering offers you a number of ways you can get data about the energy you use in your home.

By using buttons **1** to **6**, you will obtain all sorts of information that may change the way you use the energy in your home, and you will soon start saving energy and saving money.

Repeated pressing of each of the buttons gives many levels of detailed information - a full list of the data available is displayed on the Utilita website at www.utilita.co.uk - the following gives a summary of the information available from each button.

Press the **\*** button to begin entering a POWERCODE or GASCODE

Press the **#** button to finish entering the POWERCODE or GASCODE

Pressing the **1** button firstly gives you the cost of your current electricity usage; then the cost of yesterday and also the day before and finally for the previous week. You can also continue to view the cost per kWh on each of the tariff rates.

- Pressing the **2** button gives the same information as the **1** button, but for GAS usage.

- Pressing the **3** button will give you the current monthly carbon emissions of your electricity (and gas) usage, and your emissions for the last two months.

- Pressing the **4** button gives the monthly cost and usage of your electricity consumption and the cost and usage for the previous two months.

- Pressing the **5** button gives the same information as the **4** button, but for GAS consumption.

- Pressing the **6** button gives the total electricity used and the amount and cost of electricity currently being used. If you keep pressing the button the same information is available for gas.

- Pressing the **7** button gives the amount of credit in the electricity account and an estimate based on the average of the last seven days of consumption of how many days the credit will last. The value of the EMERGENCY CREDIT account can also be viewed and its state (Not Available, Enabled or Used).

- Pressing the **8** button gives the same information as the **7** button, but for the GAS account.

- Pressing the **9** button gives the last three electricity POWERCODES entered and any refund codes associated with the account. It then gives the same information for GASCODES.

- Pressing the **0** button gives a view of and acknowledges any alerts; checks the display of the remote keypad; views the total money vended to both the electricity and gas accounts and displays the current date and time.

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## Use This Space to Record

The number on your Electricity card _____

The number on your Gas card _____

Your nearest Paypoint outlet _____