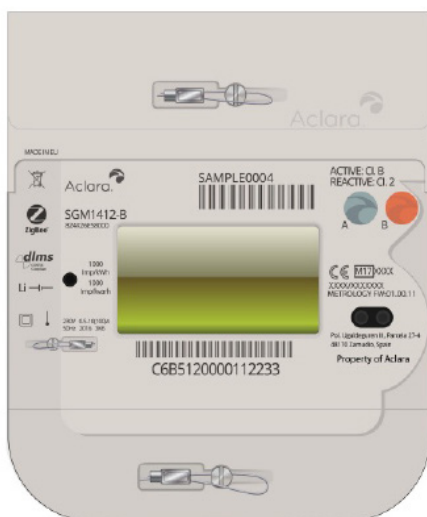


Tips and fixes

Aclara Smart Meter



Electric Smart Meter



Restoring your supply

The icon in the bottom right of your meter will flash if your supply is off.

Make sure all your appliances are off before you restore your supply.

To restore supply:

- ✓ Press **A** to activate the backlight on your meter.
- ✓ Press **A** repeatedly until you see your balance.

You should now hear a clicking noise. In the bottom right of the screen – the line will connect the two circles when your supply is reconnected.

Checking your balance

- ✓ Press the **A** button on the meter.
- ✓ Press the **B** button until the available credit screen is showing on the meter.

This should show you your balance.

Manually enter a top-up

- ✓ Press the **A** button on the meter.
- ✓ Press the **A** button again (this time hold it down until the UTRN screen is shown)
- ✓ Use the **A** and **B** buttons to enter your UTRN. **A** will let you select individual digits; **B** will scroll to the next digit.
- ✓ Press and hold **B** to confirm your UTRN.

Don't forget - your meter will lock you out if you have too many failed attempts inputting the UTRN.

Activating Emergency Credit

You can activate Emergency Credit when your meter balance is low and you're struggling to top-up.

- ✓ Press the **A** button on your meter to clear messages.
- ✓ Press the **B** button to activate your emergency credit.

Don't forget – you'll need to pay back any Emergency Credit you use. Make sure the meter is topped-up by at least £1 so you don't go off-supply. For example, if you've used £3 of Emergency Credit, then you'll need to top-up at least £4.

View any debt

- ✓ Press the **A** button on your meter to until you see the 'Time-Based Debts' screen.
- ✓ Press and hold the **A** button.
- ✓ Press the **B** button to view your Recovery Rate.

If you're struggling to top-up or keep on top of your energy costs, we've got loads of advice and support over on our online Help Centre. Visit utilita.co.uk/help

View your tariff

- ✓ Press the **A** button on your meter until you see the Standing Charge screen (this will be 0 as we don't have a Standing Charge – wool!).
- ✓ Press the **A** button repeatedly until you see the Active Tariff Price screen.

You can use the **A** button again to flick between the screens.

View your meter reading

Press the **A** button to see your meter reading.

Gas Smart Meter



Restoring your supply

Make sure all appliances are switched off.

- ✓ Press any button on the front screen to turn on your meter.
- ✓ Press the **A** button – a countdown will appear (this is the meter testing it's safe for the supply to be restored).
- ✓ Once the countdown is done, you'll see 'valve open'.

You should have restored your supply if valve open appears.

Checking your balance

- ✓ Press the menu button to view your balance.

Manually enter a top-up

- ✓ Press any button to wake up your meter.
- ✓ Press the **C** button to bring up the main menu.
- ✓ Press the **B** button until you get to 'Prepayment' and press the **C** button to enter the prepayment menu.
- ✓ Press the **B** button until you find 'New Payment' and press the **C** button to confirm.
- ✓ Use the **A** and **B** buttons to enter your top-up code (UTRN). **A** will let you select the individual digits, and **B** will move you to the next digit.
- ✓ Press the **C** button to confirm. You should then get the message 'Top-up accepted'.

Activating Emergency Credit

You can activate Emergency Credit when your meter balance is low and you're struggling to top-up.

- ✓ Press any button to wake up your meter and then the **C** button to bring up the menu.
- ✓ Press the **B** button twice to scroll down to Prepayment. Press the **C** button to confirm.

- ✓ Press the **B** button 3 times to scroll down to Emergency Credit. Press the **C** button to confirm.
- ✓ Press the **C** button to activate Emergency Credit.

Don't forget – you'll need to pay back any Emergency Credit you use. Make sure the meter is topped-up by at least £1 so you don't go off-supply. For example, if you've used £3 of Emergency Credit, then you'll need to top-up at least £4.

View any debt

- ✓ Press any button to wake up your meter and then the **C** button to bring up the menu.
- ✓ Press the **B** button twice to scroll down to Prepayment. Press the **C** button to confirm.
- ✓ Press the **B** button twice to scroll down to the debt screen. Press the **C** button to confirm.

Screens you can view:

- ✓ DEBT 1 – this will show the debt repayment plan you have agreed with us.
- ✓ DEBT 4 – this will show your accumulated debt, which is the amount that you should pay now. This screen will also show your 'Debt to Clear' which is the full amount of debt owed.

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View your tariff

- ✓ Press any button and then the **C** button to bring up the menu.
- ✓ Press the **B** button once to scroll down to 'Time of Use'. Press the **C** button to confirm.
- ✓ Use the **A** and **B** buttons to flick through the tariff information.

View your meter reading

Press any button to see your meter reading.