

Tips and fixes

EDMI Smart Meter



Electric Smart Meter



Restoring your supply

Make sure you turn off all your appliances before you restore supply. You'll also need to make sure you've got a positive balance.

- ✓ Once topped up, press and hold the **OK** button.
- ✓ Press and hold the **OK** button again to go to the Prepay screen.
- ✓ Scroll through the screens using the **OK** button until you get to 'Info-Supply'. Then press and hold the **OK** button.
- ✓ Press and hold the **OK** button again to re-enable supply.

You should have restored your supply.

Checking your balance

- ✓ Press and hold the **OK** button to view your balance.

Manually enter a top-up

- ✓ Press the **OK** button.
- ✓ Press and hold the **OK** button again to enter the Prepay screen.
- ✓ Press and hold the **OK** button again to enter Prepay Top-up screen.
- ✓ Enter your top-up code (UTRN) – you can use the arrows to select the digits. The **OK** button will move to the next digit.
- ✓ Press and hold **OK** to confirm your top-up code.

If you enter any information incorrectly, just press and hold RETURN to go back and change the number you entered.

Activating Emergency Credit

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

- ✓ Press and hold the return button to accept 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 and hold the **OK** button.
- ✓ Press and hold the **OK** button again to enter the prepay screen.
- ✓ Press the **OK** button to scroll through to find the Prepay Debts screen. Press **OK** to select.
- ✓ Press the **OK** button until you find the Debts Total screen.
- ✓ Press and hold the **OK** button to view your total debt – this is the full amount you owe.

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](https://www.utilita.co.uk/help)

View your tariff

- ✓ Press and hold the **OK** button.
- ✓ Press and hold the **OK** button again to enter the Tariffs screen.
- ✓ Press the **OK** button to find the Tariff Now screen.
- ✓ Press and hold the **OK** button to access the Price screen.

View your meter reading

Press the **OK** button to check your meter reading. The number below 'IMPORT' on the first screen is your meter reading.

Gas Smart Meter



Restoring your supply

Make sure all gas appliances are off and disconnected before restoring your supply.

- ✓ When your meter says 'Supply Armed', press and hold the **OK** button to restore your supply.
- ✓ You should have restored your supply.

Checking your balance

- ✓ Press and hold the **OK** button to view your balance – the screen will switch between balance and usage.

Manually enter a top-up

- ✓ Press and hold the **OK** button to access the main menu.
- ✓ Use the **OK** button to show the Prepay Menu.
- ✓ Press and hold **OK** to show the Top Up screen.
- ✓ Press and hold **OK** again.
- ✓ Use the **OK** button to select the digits of your top-up code (UTRN). Press and hold **OK** to move to the next digit.
- ✓ Press and hold **OK** after you've entered your last digit to confirm the top-up code.
- ✓ If you enter any information incorrectly, just press and hold **RETURN** to go back and change the number you entered.

The screen will show a message to confirm whether your top-up was successful.

Activating Emergency Credit

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

- ✓ Press and hold **OK** to wake up your meter.
- ✓ Press and hold the **Return** 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 and hold **OK** to go to the menu – use **OK** to get to the Prepay Menu.
- ✓ Press and hold the **OK** button until the screen show Debts.
- ✓ Press and hold the **OK** button again to show Total Debt.

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 **OK** button to access the main menu.
- ✓ Press and hold the **OK** button again to go to Prepay Menu.
- ✓ Press the arrow buttons to find Tariffs. Press **OK** to confirm this.
- ✓ Press the arrow button until you reach the NOW screen.
- ✓ Press **OK** to view your prices.

View your meter reading

Press the **OK** button to check your meter reading (you can ignore any numbers after the decimal point).