utilita

pre-pay the smart way

Dual Fuel
Smart Meter User Guide

HOW DO
MY METERS
WORK?

Helping you save
energy and money...

Contents

What is Smart Energy?

'Smart Energy' is Utilita's smart meter prepayment package. It is a simple 'pay-as-you-go' method of buying gas and electricity which allows you to benefit from a range of features, helping you save energy and money.

Utilita supply a smart metering system which is installed in your home, allowing you to view your energy usage at the push of a button. All smart energy customers benefit from fair prices, the ease of having top-ups sent to their meters automatically, the convenience of 'Emergency' and 'Friendly Credit' and the choice of a number of convenient payment options.
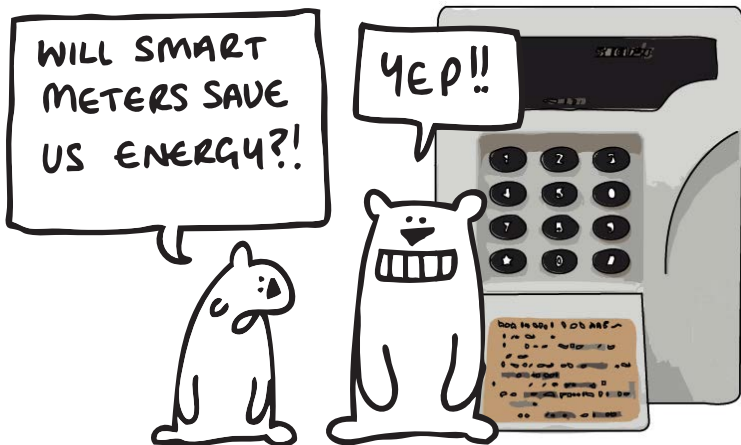
Your Smart Metering System

The Freedom Unit lives in your home and communicates with your meters. It allows you to quickly and easily see your energy usage, current balance and more... all at the push of a button. That's smart!

The HUB is connected to your electricty meter and is the communication hub for all the smart equipment in your home. It puts the 'smart' into smart meter.

The Electricity Meter is often found in the cupboard under the stairs or in a meter box outside, it measures exactly how much electricity you use. It also has a keypad and screen like the Freedom Unit.
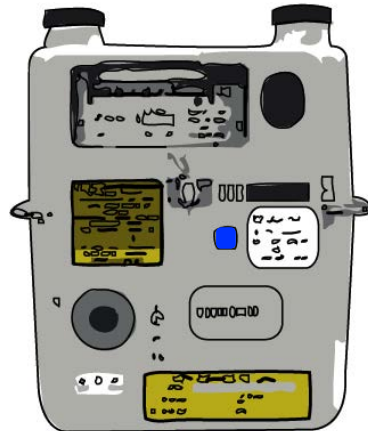
The Gas Meter is often found in the cupboard under the stairs or in a meter box outside, it measures exactly how much gas you use.

3

Your Freedom Unit

The Freedom Unit is your main control panel. It allows you to view balances, control meter features and monitor how much gas and electricity you are using in more detail. It gives you a clearer picture of how you are using your energy and more control over your energy spend. All this from a convenient location in your home, saving you regular trips to the meters.

Your meter installer will have found a suitable and safe working position for your Freedom Unit so we recommend keeping it there. It has its own power lead and should be plugged in at all times, so it can read your meters and show you the most up-to-date gas and electricity information and alert you if you're running low on credit.

Keep me plugged in!
Always keep your in-home display plugged in to the mains so it stays in constant communication with your meter and displays accurate information. It uses so little energy, it costs less than 20p a year to leave it on all the time.
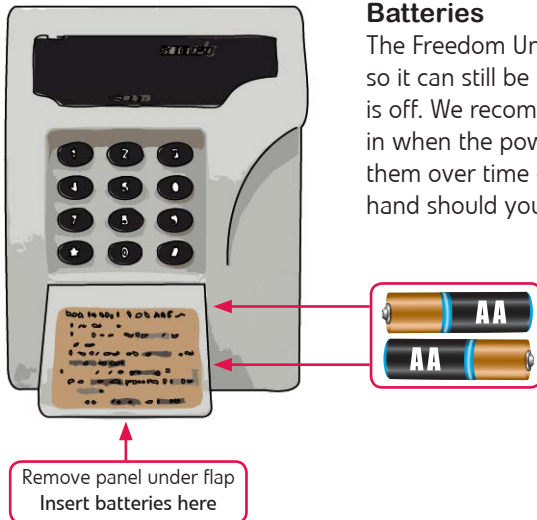
Batteries
The Freedom Unit takes two AA batteries so it can still be used even if your power is off. We recommend not to leave them in when the power is on as it may drain them over time - instead keep them to hand should you need them.

Remove panel under flap
Insert batteries here

Your Top-Up Cards

For each meter, you will have an electricity and/or gas top-up card with its own unique top-up card number. The cards can be used to top-up your meters at any PayPoint outlet but you can also top-up online, over the phone or by text message using just the 19-digit number found on the card.

Whichever payment method you choose, your top-up will be credited to your meters automatically. Each top-up you make has its own unique 20, 40 or 60 digit 'Top-up Code' and like a text message, it is this code that is sent to and received by your meters. You can also enter these top-up codes (found on your receipt) manually in to your Freedom Unit to credit your meters.

Make a note!
We recommend you always keep a copy of your top-up card number(s) in a safe place for future reference should you need them. There is a section on the back page of this user guide where you can note these number(s) down.

E-Cards
In the event you mislay your top-up cards or just want to have extras, you can generate FREE 'e-cards' which are digital versions of your top-up cards that can be scanned at any PayPoint outlet and each one is unique to your meter. You can either print them out on paper or you can present them on the screen of a smartphone to be scanned in the shop. E-cards can be generated at **www.utilita.co.uk/e-card**

Keep me safe!
Please keep your top-up cards away from heat and strong magnetic fields as these may stop them from working in the future.

Moving?
If you ever move house you will need to leave the top-up cards at the property (see page 34).

THESE ARE WHAT YOUR TOP-UP CARDS WILL LOOK LIKE

utilita
pre-pay the smart way

Electricity

9 8 2 6 1 6 2 7 0 1 x x x x x

This card can only be used to buy **electricity** for your

Topping-Up

Here are all the ways you can top-up your meter:

1. Via our **Top-up app**, free to download at Apple and Android app stores
2. At any **PayPoint** outlet
3. **Online** at www.utilita.co.uk/top-up
4. **Text** message
5. Automated **Top-Up Line** 03452 068 333
6. Monthly pre-pay direct debit plan - please call to discuss this on 03303 337 442

For more details on each top-up method, see pages 7-11.

The amount that you can top-up varies by payment method:

	Minimum top-up per transaction	Maximum top-up per transaction
App	£10	£175
At a PayPoint outlet	£2	£45
Online	£10	£175
By text message (SMS)	£10	£175
By phone on **03452 068 333**	£5	£50

Automatic Top-Ups

Whichever payment method you choose, your top-up will be credited to your meter automatically. Each top-up you make has its own unique 'top-up code' and like a text message, it is this code that is sent to and received by your meters. It usually arrives instantly but it can take up to 30 minutes. You will also get a receipt with the top-up code on and we recommend you keep this so you can enter it manually if you wish.

Manual Top-Ups

You can also credit your meters manually by typing the unique top-up code on your receipt in to your Freedom Unit - you may choose to do this if it is not convenient to wait for your top-up to arrive automatically or your phone signal is poor.

6
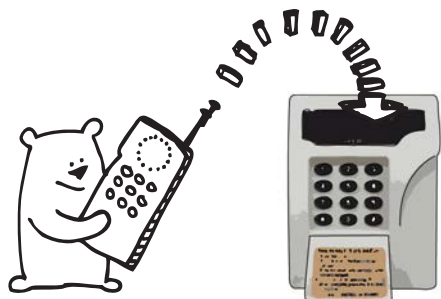
How to Top-Up at the Shop

1: Take your smart top-up cards to any PayPoint outlet.

2: You will need your electricity top-up card for electricity and your gas top-up card for gas.

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

4: Your supplies should be credited automatically, however it can take up to 30 minutes to show on the Freedom Unit.

5: You will be issued a receipt with a unique 20, 40 or 60 digit top-up code. Use this code to manually enter the payment if you do not want to wait for the top-up to arrive automatically.*

6: Your gas and electricity should now be topped-up, the balance on your Freedom Unit may take a few moments to update.

NOTE: You can view previous top-up codes via the Freedom Unit (see page 21). If your top-up card does not swipe at PayPoint, you may request the shop keeper do it manually for you, by typing in the 19-digit number on your card.

*See page 15 for instructions on how to top-up manually.

How to Top-Up at Home (or anywhere!)

Top-up Online

Topping-up online is easy-peasy!

1: Go to **www.utilita.co.uk** and click **'Top-Up'**
2: Click on the top-up card that looks like yours
3: Select the supply you wish to top-up
4: Enter the amount you wish to top-up
5: Enter your payment card details
6: Your payment will then be sent automatically to your meter and a receipt will be sent to you via email or text.

To check that your money has been credited to your meter press the **7** button twice on your Freedom Unit to view your electricity balance and the **8** button twice to view your gas balance.

I WANT TO
TOP-UP FROM
MY SOFA ...

Top-up App

Download our free 'Utilita Energy' app
to top-up more easily from anywhere via
your smartphone or tablet (IOS or Android):
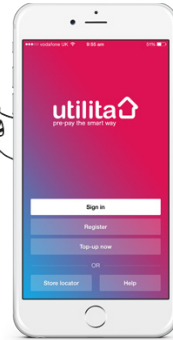
1. Just register your account details, payment
card details and your unique top-up card
numbers (displayed on the front or back of
your top-up card). Any top-up you make will
be sent automatically to your meter.

2. You can register and securely save all your card details,
making future app top-ups even quicker.

Once registered, the app can display your own 'scannable'
electricity and/or gas barcodes on screen. These barcodes
can be presented on your smartphone and scanned at any
PayPoint outlet as an alternative to using your top-up cards!

Top-up over the Phone

We think the easiest way to top-up is online, however if you
would like to top-up over the phone, you can do so by calling our
Automated Top-Up Line on **03452 068 333**.

Just follow the instructions over the phone and any top-up you
make will be sent automatically to your meter.

Please have the following ready:

1. Your Smart Top-up Cards (or just the top-up card numbers)
2. Your Payment Card

Top-up via Text Message

First you need to make one online payment for gas and one for electricity (see instructions on page 8). When you get to the payment page, make sure you tick the **'SMS'** box then enter your mobile phone number in order to register your details.

Once you have registered your details - text* **UPAY** then a space, followed by your *top-up card number* then another space, followed by the *top-up amount* to: **88010**

NOTE: please ensure you do NOT include a £ sign. Ensure there is a space between each section of information.

Example for £30:

UPAY   9826162701xxxxxxxxx   30

The amount that you have chosen to top-up by will be automatically sent to your meter and you have the option to be sent a receipt. You will receive a 40 or 60 digit 'top-up code' in case the top-up is not successful; this will enable you to top-up manually (see page 15).

*SMS charged at your local network rate. One SMS per supply top-up.

NOTE: You can visit **www.utilita.co.uk** for all the latest information on our top-up methods.

Set up a Pre-Pay Direct Debit

We can arrange for a monthly pre-pay direct debit to be set up for your smart meters. It is advisable to calculate how much you would normally spend on your energy, as you will then have a more accurate idea of what to set up as the monthly pre-pay direct debit amount, in order to cover your usage. If this doesn't cover your usage, you will need to top-up online, over the phone, via text message or at a PayPoint outlet.

If you would prefer to pay in this way, please contact our Customer Care Team on **03303 337 440** and they will be able to arrange this for you.

How will I know how much credit I have left?

Your Freedom Unit will keep you updated with the status of your electricity and gas accounts by scrolling through your balance and Emergency Credit status for each supply. You can also check your balances and more at the touch of a button:

To see how much electricity you have left:

Freedom Unit display:

Press the **7** button twice on your Freedom Unit to view your electricity balance.

6.28

You can then press the **7** twice to get an estimate of how many days this credit should last based upon your average usage over the last 7 days.

To see how much gas you have left:

Press the **8** button twice on your Freedom Unit to view your gas balance.

You can then press the **8** button twice to get an estimate of how many days this credit should last based upon your average usage over the last 7 days.

3 DAYS

NOTE: The number of days left displayed is just a guide, as you may use more or less gas and/or electricity week by week and your weekly usage will change between seasons. When your meter is first installed, it will be at least one week before this display calculates your usage correctly.

Will I get a warning if my credit is low?

Yes, if your credit drops below £1 for either supply, your Freedom Unit will alert you by sounding an alarm for 2 minutes. This 'Alert' lets you know you are running low and allows you to activate your £10 Emergency Credit.*

You must accept the 'Alert' to stop the alarm, here's how:

1. Press the **0** button on the Freedom Unit, it will display: '**ALERTS**' then '**E LOW**' or '**G LOW**' then '**B ACCEPT**'

2. YOU MUST press the **#** button when it displays '**B ACCEPT**'.

3. It will display '**ACCEPTED**' when this is done successfully.

4. The alarm will stop and your £10 Emergency Credit is now activated to use when your balance reaches £0.

NOTE: If you miss the alarm, it will be repeated every half an hour until the 'Alert' has been accepted. If you continue to ignore the alarm, Emergency Credit will not be activated and your supply will eventually go off when your balance reaches £0.00 (outside of Friendly Credit hours*). The alarm will not sound between 10pm and 8am.

ALWAYS ENSURE YOU ARE IN CREDIT BY AT LEAST £1.00
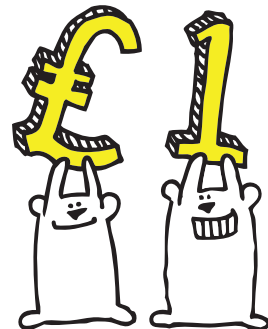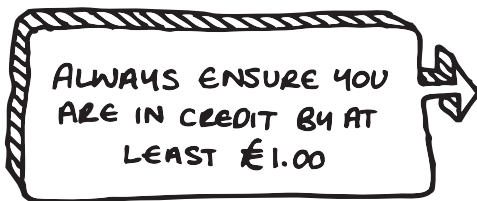
Alerts

Your Freedom Unit will alert you with important information by sounding an alarm for two minutes. We call this an 'Alert' and you must accept it to stop the alarm. Each Alert is explained here:

E LOW - Alerts you when your electricity balance is under £1.00

Action: your electricity credit is getting low and you need to top-up. Accept the Alert to stop the alarm and activate your £10 Emergency Credit feature.

G LOW - Alerts you when your gas balance is under £1.00

Action: your gas credit is getting low and you need to top-up. Accept the Alert to stop the alarm and activate your £10 Emergency Credit feature.

E USED - Alerts you when your electricity balance reaches £0.00

Action: your electricity credit has been used and you need to top-up. Accept the Alert to stop the alarm and activate your £10 Emergency Credit feature.

G USED - Alerts you when your gas balance reaches £0.00

Action: your gas credit has been used and you need to top-up. Accept the Alert to stop the alarm and activate your £10 Emergency Credit feature.

SMS VEND - Alerts you when an automatic top-up has reached your meter

Action: Accept the Alert to stop the alarm and the top-up will have credited your meter

ALERT NO ALERTS - There are currently no Alerts to accept

How to accept Alerts:

1. If you get an Alert you can view it by pressing **0** on your Freedom Unit.

2. It will display 'ALERTS' followed by the reason for the Alert.

3. It will then offer the chance to accept it by displaying 'B ACCEPT'. You must press the **#** button when it displays 'B ACCEPT'.

4. It will display 'ACCEPTED' when this is done successfully.

NOTE: There can be more than one Alert on the Freedom Unit at a time so you may need to do the above more than once. If you miss an Alert, the alarm will be repeated every half an hour until the Alert has been accepted. The alarm will not sound between 10pm and 8am but you can accept an Alert anytime.

How to Top-Up your Meter Manually

If you need to manually enter your top-up code, you will need to enter the 20, 40 or 60 digit code found on your receipt, email receipt or text receipt. Here's how:

Freedom Unit display:

Step 1: Select fuel type

a. Press the ✱ button on your Freedom Unit.

b. Press the **1** button to select to enter electricity code entry, **or** the **2** button for gas code entry.

c. 'KEY CODE' will be displayed.

1E CODE

2G CODE

Step 2: Key in the CODE

a. Enter the 20, 40 or 60 digit Top-up code which appears on your PayPoint receipt, or you may have written it down when you spoke to a member of our Customer Care Team.
If you key in a wrong digit, you can go back by pressing the ✱ button.

KEY CODE

45173-
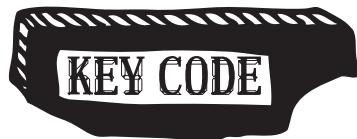
NOTE: You can also view previous top-up codes entered (see page 21).

15

Step 3: Send your CODE

a. Press the **#** button.
b. The message **'SENDING'** will be immediately displayed.
c. Wait a few seconds for one of the following messages to be displayed:

'Accepted'

You have keyed in the top-up code correctly. The amount of electricity you have bought will then appear followed by the word **'ACCOUNT'**, then the total amount of credit that you have. If you wait it will continue to scroll through to show your Gas credit.

'Rejected'

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

'Duplicate'

The top-up code has already been accepted by your meter and the money has been credited to your meter.

16

'Incorrect'

The top-up code has been keyed in incorrectly.

Wait until this message clears, press the ✱ button and then the 1 button to carefully re-enter the top-up code for electric followed by the # button, or press the ✱ then the 2 button to re-enter the gas top-up code followed by the # button.

INCORRECT

Freedom Unit

NOTE: If this continues to happen we advise you call our Customer Care Team, as you may be topping-up on the wrong card.

'Wrong Tar'

Your top-up code is invalid to the tariff set on your meter. You will receive a 40 or 60 digit top-up code to update your meter.
If this is entered incorrectly, the error message **'Wrong Tar'** will be displayed. This can also mean **'DUPLICATE'** as you may have

WRONG TAR

17

WARNING:

This meter or tariff update top-up code will only be issued to you if there has been a change to electricity prices, or updates to the 'Friendly Credit' days and any other limits.

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

Now press the **✱** button and then the **1** button to re-enter the correct top-up code followed by the **#** button, or press the **✱** button and then the **2** button to re-enter the gas top-up code followed by the **#** button.

'KB Lock'

Your top-up code has been rejected five times in a row; it is likely that you haven't keyed in a valid top-up code.

Freedom Unit display:

A **'KB LOCK'** will lock the keypad for up to 10 minutes or longer. Each time you enter an incorrect code the waiting time will increase, so if you are having trouble entering a code successfully, do not keep trying it.

If you are unable to resolve the problem, please call our Customer Care Team 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 and then the **1** button to re-enter the correct top-up code for electric followed by the **#** button, or press the ✱ button and then the **2** button to re-enter the gas top-up code followed by the **#** button. Repeat this process should the message **'ERROR'** appear again on the display.

Freedom Unit display:

'No Comms'

This means 'No Communications' - The Freedom Unit is not currently communicating with the gas and/or electricity meter.

Freedom Unit display:

What if my Freedom Unit says NO COMMS?

The Freedom Unit may lose communication with your meters occasionally, in the same way a mobile phone signal may drop out. Usually this will only be temporary and it will regain 'comms' with the meters on its own, almost immediately.

However, if the problem does persist you may notice the balance being shown on your Freedom Unit is not going down, or you may have found you are unable to manually enter top-up codes through your Freedom Unit and been shown the '**NO COMMS**' message.

If this happens, follow the steps below until it is resolved:

1. Move the Freedom Unit closer to the meter with 'no comms'. If both meters have no comms, move closer to the gas meter.
2. Leave the Freedom Unit there for a few minutes so it can regain 'comms' with the meter. If it doesn't regain 'comms', move to step 3.
3. Reset the Freedom Unit: unplug it and remove any batteries inside, so no power is going to the unit and the screen goes completely blank.
4. Wait a few moments then plug it back in as close to the meter as you can or insert 2 fully charged AA batteries and take it close to the meter. It will try to regain 'comms' with your meters. You can now try and re-send a top-up code or you may notice your balance up dates after a while.
5. In the unlikely event it still displays '**NO COMMS**' please call our Customer Care Team on **03303 337 440**

NOTE: Remember, the Freedom Unit can be powered by two AA batteries so it can still be used even if your power is off.

How do I view previous codes already entered?

Step 1: Check for previous codes used

a. Press the **9** button repeatedly (see page 27 for details) and the last 3 CODES entered will appear in groups of 5 digits.

b. By pressing the **#** button you can move backwards through them.

Step 2: Key in POWERCODE

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 3: Check the code

a. If the message **'REJECTED'** appears followed by the message **'DUPLICATE'** the money has already been accepted by the meter.

Freedom Unit display:

REJECTED

Emergency & Friendly Credit

It is advisable to make sure your gas and electricity is always in positive credit but just in case you need it, both meters offer £10 Emergency Credit and a Friendly Credit feature giving you that extra peace of mind!

Emergency Credit

- Our smart meters offer an extra £10 'Emergency Credit'. It is available to use once your balance reaches £0, giving you extra time to top-up your meter before your supply turns off.
- You must activate this feature to be able to use it and you can do this from the moment your balance reaches £1 and it should be done before it reaches £0.
- There is no charge to use the 'Emergency Credit' feature; you will only need to repay what has been used.

Friendly Credit

- Our smart meters offer a 'Friendly Credit' feature so you never lose supply during evenings, weekends and bank holidays.
- 'Friendly Credit' operates everyday between **4pm** and **10am** the next working day, and this changes to between **5pm** and **11am** in British Summer Time (when the clocks change).
- During these hours you will not lose supply, even if your Emergency Credit has not been activated, or has run out. Your balance will just run further in to minus until Friendly Credit hours are over.
- There is no charge to use the 'Friendly Credit' feature; you will only need to repay what has been used.
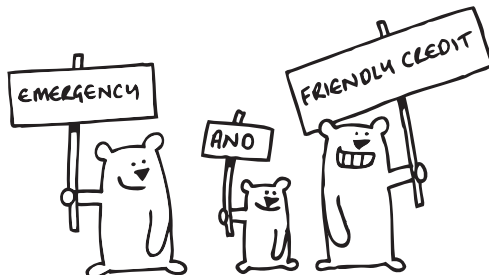
When is Emergency & Friendly Credit available?

	Emergency Credit Available	Friendly Credit Available
Mon - Fri 10am* - 4pm*	Yes	No
Mon - Fri 4pm* -10am*	Yes	Yes
Sat & Sun & bank hols	Yes	Yes

*Friendly Credit hours change to between **5pm** & **11am** GMT in British Summer time (when the clocks change).

How do I activate Emergency Credit?

You can only activate Emergency Credit once your credit drops below £1. Your Freedom Unit will alert you when this is by sounding an alarm. You should activate it before your balance reaches £0. Failure to do so will result in loss of supply outside of Friendly Credit hours and you may not be able to activate the Emergency Credit feature.

When you hear the alarm or you know your balance is below £1 or at £0 then carry out the following steps:

1. Press the **0** button on the Freedom Unit, it will display: '**ALERTS**' then '**E LOW**' or '**G LOW**' then '**B ACCEPT**'

2. YOU MUST press the **#** button when it displays '**B ACCEPT**'.

3. It will display '**ACCEPTED**' when this is done successfully.

4. Any alarm will stop and your £10 Emergency Credit is now activated to use when your balance reaches £0.

NOTE: You can also activate your electricity Emergency Credit on your main electric meter by pressing **0** when the balance is below £1.

By default your Freedom Unit scrolls through your electricity and gas account information and shows the Emergency Credit status of each suppy:

'**E-CRED NO**' = Emergency Credit is not activated

'**E-CRED ON**' = Emergency Credit is ON (It has been activated)

'**E-CRED USED**' = Emergency Credit has been used

What happens if my Emergency Credit runs out?

Outside Friendly Credit hours

If your £10 Emergency Credit runs out during the week before 4pm*, the supply would turn off. You will need to top-up so your meter is back in positive credit by at least £1 before you can restore your supply.

In Friendly Credit hours

If your £10 Emergency Credit runs out during the week after 4pm*, the supply will NOT turn off until 10am* the next working day. If it's Friday the supply will NOT turn off until 10am* the following Monday (or the day after, if it's a Bank Holiday). This will give you enough time to buy more electricity and/or gas. Your balance would continue to run into minus beyond -£10 and any amount used beyond £10 is Friendly Credit.

Paying back Emergency and Friendly Credit

When you use any Emergency or Friendly Credit, the next time you top-up your supply, you will need to pay back the EMERGENCY CREDIT used, and any FRIENDLY CREDIT you have used. It will be deducted from your top-up payment and the meter must also go back into positive credit by at least £1 for the meter to work again.

For example: if you have used all of the Emergency Credit and used £2 of Friendly Credit, your balance will be -£12.00. You will need to top-up the meter by at least £13 (£10 to pay off the Emergency Credit, £2 to pay off the Friendly Credit and £1 to be in positive credit by at least £1).

NOTE: You only pay back Emergency & Friendly Credit you have used, there is no extra charge to use these features.

*Friendly Credit hours change to between **5pm** & **11am** GMT in British Summer time (when the clocks change).

ALWAYS ENSURE YOU ARE IN CREDIT BY AT LEAST £1.00

What happens if I have a debt on my meter?

- Each time you top-up, a percentage of that top-up amount will be taken towards any previous charges (debt) owed until it has been fully re-paid. This will usually be recovered at 25% or 40% depending on what has been agreed.

  E.g: If your debt recovery rate is agreed at 40%, when you top-up £10, £4 will go toward the debt and £6 will credit the meter

- Or you can make an additional full or part payment to clear any previous charges, either at any PayPoint outlet or over the phone with our Customer Care Team on **03303 337 440**.

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

What if my Electricity supply goes off?

Your supply will turn off if all of your Emergency Credit has been used or it was not activated before your balance reached £0. It will only ever turn off outside of Friendly Credit hours.

You may need to top-up your meter back into positive credit by at least £1 before your supply will come back on.

How to get your electricity supply back on:

Once you are in positive credit by £1: press **0** on your main electricity meter to turn your supply back on.

If you have not activated Emergency Credit: press **0** on your main electricity meter, this will activate Emergency Credit if it is available and bring your supply back on. If you did not activate it before your balance reached £0 it may not be possible to activate it and you would need to top-up so you go back in to positive credit by at least £1.

If you have topped-up but your supply has not come back on when you pressed 0 : either your top-up has not arrived or you have not topped-up quite enough to go back into positive credit by at least £1.

If your top-up hasn't arrived at your meter, you can enter your top-up code manually into your electricity meter directly, see instructions on how to do this on the following page.

You can also enter your top-up code in to the Freedom Unit if it is working with 2 AA batteries (see page 15 for instructions on how to do this). When your top-up has credited your meter press **0** on your electricity meter and your supply will come back on. If it is still not in positive credit by £1 then you will need to make a further top-up.

NOTE: If your Freedom Unit is without power you can view your balance on your electrcity meter screen. It scrolls through various electricity account information by default and it displays your balance after it displays 'E ACCOUNT'.

How to enter a top-up code manually into your electricity meter:

1. Press ✱ your meter will display '**KEYCODE**'
2. Enter the 20, 40 or 60 digit top-up code which can be found on your PayPoint, email or text receipt.
3. Press # and the meter will display '**ACCEPTED**' or '**REJECTED**'. If it shows '**REJECTED**' it will be followed by the reason for the rejection (see pages 16-19 for more information).
4. If your supply was off and the top-up you have entered puts your meter back in to positive credit by at least **£1**, your supply will turn back on the moment the top-up is '**ACCEPTED**' by your meter.

ALWAYS ENSURE YOU ARE IN CREDIT BY AT LEAST £1.00
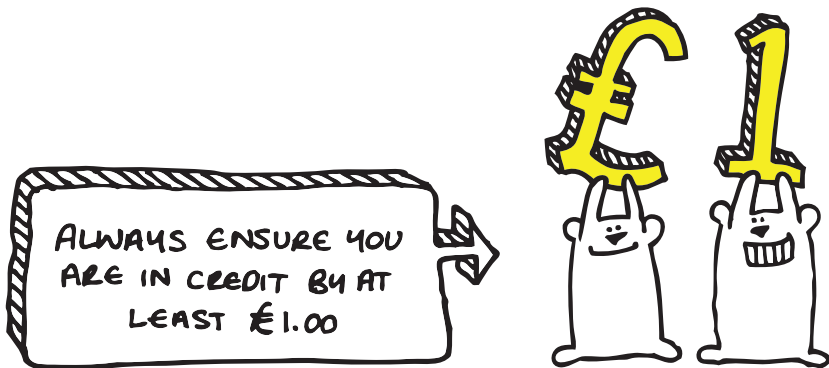
What if my Gas supply goes off?

Your supply will turn off if all of your Emergency Credit has been used or it was not activated before your balance reached £0. It will only ever turn off outside of Friendly Credit hours.

You may need to top-up your meter back into positive credit by at least £1 before your supply will come back on.

How to get your gas supply back on:

Once you are in positive credit by £1: Your Freedom Unit will display the message '**SHUT OFF APPLIANCES**'. Now follow the '**Blue Button Reset**' steps on the following page.

If you have not activated Emergency Credit: press **0** on your Freedom Unit, if Emergency Credit is available it will display the Alert '**G USED**'. Then wait for it to display '**B ACCEPT**' and press **#** whilst this message is displayed. If will show 'ACCEPTED' when this is done successfully. Then wait for your Freedom Unit to display '**SHUT OFF APPLIANCES**'. Now follow the '**Blue Button Reset**' steps on the following page.

If you have topped-up but your supply has not come back on when you pressed **0** : either your top-up has not arrived or you have not topped-up enough to go back into positive credit by at least £1.

If your top-up hasn't arrived at your meter, enter it manually into your Freedom Unit (see page 15). When it has credited your meter, wait for your Freedom Unit to display '**SHUT OFF APPLIANCES**' then follow the '**Blue Button Reset**' steps on the following page.

If it is still not in positive credit by £1 then you will need to make a further top-up so it is then follow the '**Blue Button Reset**' steps on the following page.

Blue Button Reset

Step 1: When your Freedom Unit displays **'SHUT OFF APPLIANCES'**, make sure any gas appliances are turned off, then press **#** and this message will disappear.

Step 2: Now wait for the message **'PRESS KEY ON GAS'**. When it is displayed press **#** and this message will disappear.
NOTE: If after **2** minutes the **'PRESS KEY ON GAS'** message has not been displayed then move to Step 3 anyway.

Step 3: Now go to your gas meter. Press and hold the square blue button in the middle of the meter until the red **'SOV'** light flashes in the bottom left-hand corner of the meter.

This 'SOV' light will flash
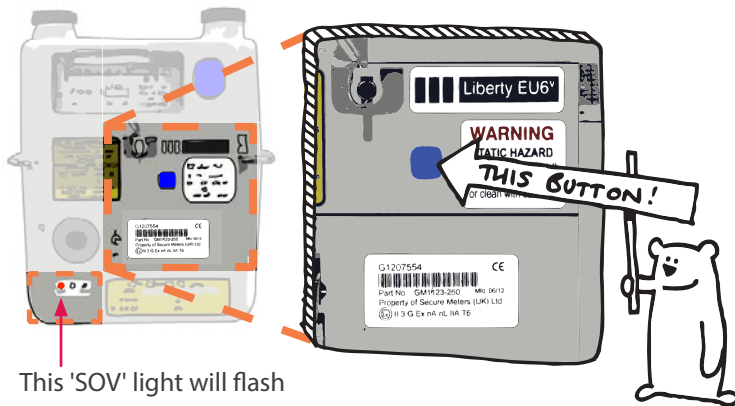
Step 4: Once the **SOV** light has started flashing, you can let go of the blue button. Wait approximately 20 seconds until you hear a 'clunk' sound from the meter. This is the sound of the valve in the meter re-opening. Your gas can now flow to your property again.

Step 5: You may need to reset or relight your boiler, depending on boiler type, before it will work again.

View your Energy Usage

Your Freedom Unit allows you to view and monitor various information about the energy you use in your home, all at the touch of a button.

By pressing the buttons on the Freedom Unit you can obtain all sorts of useful information. Repeated pressing of each button gives many levels of detailed information - as explained below:

Press **1** Electricity Usage

x 2	Cost of used so far today.
x 3	Cost of used yesterday.
x 4	Cost of used 2 days ago.
x 5	Cost of over the last week.

Press **2** Gas Usage

x 2	Cost of used so far today.
x 3	Cost of used yesterday.
x 4	Cost of used 2 days ago.
x 5	Cost of over the last week.

Press **3** Carbon Emissions

x 2	What your Carbon Emissions have been this month.
x 3	What your Carbon Emissions were last month.
x 4	What your Carbon Emissions were 2 months previous.
x 5	What your Carbon Emissions were 3 months previous.

Press **4** Electricity History

x 2	Cost of used this month - scrolls from £ to kWh.
x 3	Cost of used last month - scrolls from £ to kWh.
x 4	Cost of used 2 months ago - scrolls from £ to kWh.
x 5	Cost of used 3 months ago - scrolls from £ to kWh.

Press **5** Gas History

x 2	Cost of used this month - scrolls from £ to kWh.
x 3	Cost of used last month - scrolls from £ to kWh.
x 4	Cost of used 2 months ago - scrolls from £ to kWh.
x 5	Cost of used 3 months ago - scrolls from £ to kWh.

Press **6** **Instant Energy Usage - Electricity**

x 2	Imported kWh cost over the last month.
x 3	Exported kWh cost generated by solar panels*
x 4	What is currently running through the meter (kWh)
x 5	Cost per hour

Press **6** **Instant Energy Usage - Gas**

x 6	Imported kWh cost over the last month.
x 7	Exported kWh cost generated by solar panels*
x 8	What is currently running through the meter (kWh)
x 9	Cost per hour

Press **7** **Electricity Account**

x 2	Electricity balance
x 3	How many days your balance will last based on historic use.
x 4	Same as above
x 5	Status of account
x 6	Emergency Credit balance

Press **8** **Gas Account**

x 2	Gas balance
x 3	How many days your balance will last based on historic use.
x 4	Same as above
x 5	Cost per hour
x 6	Emergency Credit balance

Press **9** **Previous Top-Up Codes (Electricity & Gas)**

x 2	Previous GAS and/or Electricity top-up codes entered
x 3	Previous GAS and/or Electricity top-up codes entered
x 4	Previous GAS and/or Electricity top-up codes entered
x ...	Contines to display all CODES ever entered...

*This is only active if you have solar panels, if not it will display a £0 balance.

32

Energy Saving...

Utilita staff are fully trained to offer free and fair advice on using energy efficiently in and around your home, helping you save even more. Changing your energy usage habits will always save you more money than by switching supplier alone, so have a look at the ways you use your gas and electricity to see if you could reduce your outgoings!

- Visit **www.utilita.co.uk** to find out more about saving energy in your home.

- Follow us on Twitter **@UtilitaEnergy** to receive daily energy saving tips, updates and offers.

- Visit us on Facebook at **Utilita Energy** for more ideas and tips on how to use energy efficiently.

Moving Home?

If you are planning to move house, please contact the Utilita Welcome Team on **03452 068 777** 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 user guide, your Freedom Unit and top-up cards for the next occupier, so they can top-up their meter.

Lost Your Card?

Don't worry! There are alternative ways to top-up without your cards.

You can report the loss to our Customer Care Team on **03303 337 440** or online at **www.utilita.co.uk** so we can either:

1. Send you replacement cards (a small charge may be applicable for each new card).
2. We can provide you with your 19-digit electricity and gas top-up card numbers, which you can use to top-up at PayPoint outlets, on your mobile, via text message, or online. It may be useful to keep a record of your card numbers on the back cover of this booklet.

Or generate your own E-Cards for free!

In the event you mislay your top-up cards or just want to have extras, you can generate **FREE** 'e-cards' which are digital versions of your top-up cards that can be scanned at any PayPoint outlet and each one is unique to your meter. You can either print them out on paper or you can present them on the screen of a smartphone to be scanned in the shop. E-cards can be generated at **www.utilita.co.uk/e-card**

NOTE: Your cards cannot be used with any other meter so if you lose your card, you will not lose any top-up you have made.

Frequently Asked Questons

Here are the questions we are most often asked and here's where to find the answers!

1. My Electricty is off. I've topped up, how do I get it back on?
    See page 26

2. My Gas is off. I've topped up, how do I get it back on?
    See page 28

3. My Freedom Unit is making an alarm sound, what do I do?
    See page 14

4. My top-up has not arrived on my meters, what do I do?
    See page 15

5. My Freedom Unit is showing 'NO COMMS', what do I do?
    See page 20

6. How does Emergency & Friendly Credit work?
    See page 22

FAQs

Your Notes:

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

utilita

pre-pay the smart way

SCAN THIS!

Utilita Energy Limited
Utilita House
Moorside Road
Winchester
Hampshire
SO23 7RX

Registered in England
Company Number 04849181
Regulated by Ofgem

Web: **www.utilita.co.uk**

Customer Care Team:
03452 072 000
Opening hours:
8am - 8pm Mon-Fri
8am - 5pm Sat
9am - 5pm Sun

Emergency Line:
03452 068 999
Opening hours:
8am - 10pm Everyday

Use this space to note your top-up card numbers:

Electricity card number..

Gas card number..

Printed on paper from a sustainable source