**Gas and Electric**

utilita

# Tips and fixes

## Secure SMETS1

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# Gas Smart Meter

## Restoring your supply

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

To restore supply (you need to top-up to be in positive credit by at least £1):

✔ Press **B** to wake up the meter

✔ Press **A** – the meter will then show '**PRESS A CONNECT**'

✔ Press the blue **A** button – the meter will then show '**PRESS B CONFIRM**'

✔ Press the red **B** button

Your supply will now be restored.

## Checking your balance

Just press **B** to see your balance, easy.

## Manually enter a top-up

If you need to enter a top-up code:

✔ Press **A**

✔ Enter your code

✔ ress **B** to confirm

## Activating Emergency Credit

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

✔ Press **B** to wake up the meter

✔ Press 7 and your meter will show '**E-CREDIT AVAILABLE – PRESS A ACCEPT**'

✔ Press the blue **A** button, your meter will show '**PRESS A CONNECT**'

✔ Press the blue **A** button, your meter will show '**PRESS B CONFIRM**'

✔ Press the red **B** button

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 **2** on your gas or electric meter to see what you've got left to repay.

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

For your electric or your gas meter, simply:

✔ Press **1** to see your tariff

✔ Press **3** to see your tariff Rate 1

✔ Press **4** to see your tariff Rate 2

## View your meter reading

Press **B** to wake up your meter, then Press **9** twice to get your gas reading.

# Electric Smart Meter

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