

Meet your new smart meter.

www.utilita.co.uk



utilita 
life with power

S2 Credit

Understanding the basics

Your Smart Display shows information from your smart meters

A Smart Display is an electronic device that talks wirelessly to your smart meters. It updates every 30 minutes for gas and roughly every 10 seconds for electricity. It shows your energy usage, measured in kilowatt-hours (kWh), and the cost, shown in pounds and pence.

This information can give you a better idea of how much energy different appliances use, which means you can save money by making informed choices about how and when you use them.

Home screen

The home screen of your Smart Display shows the consumption and energy used for the day.

Touching the electricity/gas dial or percentage will show the usage history. Touching the cost or kW (kWh) will switch between cost view and consumption view.

Make sure your Smart Display is always connected to your smart meter

To make the most of your Smart Display, it's useful to keep it plugged in somewhere you can easily see it.

Wherever you choose, check the signal strength by looking at the  symbol on the top left of the screen. The more stripes, the stronger the signal. If the signal is weak, move the Smart Display closer to your electricity smart meter.

Say goodbye to meter readings

As part of your installation, our engineer has taken your last meter readings and will put those into your Utilita account.

From now on, as well as sending information to your Smart Display, your smart meters will send information to your Utilita account automatically. This means your statements will be based on your actual usage instead of estimates, and there's no need to send us meter readings – Hooray!

Connect to WiFi for updates and extra perks!

Like a lot of modern devices, your Smart Display might need an update occasionally.

We recommend connecting it to WiFi, which will keep it updated automatically. In the future, data sent via WiFi will also give you extra features in your Utilita account.

Your engineer can connect your Smart Display to WiFi, but if you need to reconnect or update the connection, follow the steps in this guide.



Features and benefits

No standing charge

We're one of the only energy suppliers to have no standing charge. This means you won't pay anything if you don't use any energy.

Pay on the go

You can make payments towards your energy bill directly via our award-winning My Utilita app – no more trips to the shop!

Check your balance

Your latest bill can be viewed on the home screen of My Utilita. Select your energy card to get a breakdown of your energy bill and link to your full PDF bill too.

BillPay

If you need to pay off any outstanding balances on your account, you can use your BillPay number to pay on our website, over the phone on our automated payment line or with cash at any PayPoint or Payzone outlet. You can find your BillPay Card Number by the barcode on your bill and in the My Utilita app.

Utilita Extra

Get access to exclusive rewards with Utilita Extra – just download the My Utilita app and start browsing today. Enter weekly prize draws to win vouchers from some amazing brands and get access to tickets to see your favourite artists before anyone else at Utilita Arena's Newcastle, Sheffield, and Birmingham.

How to pay a bill

Pay a bill with My Utilita

Download the My Utilita app to pay your bill on the go. Scan the QR code below to download the app today.

Call us

To pay over the phone, call us on **03300 537 657** and follow the instructions. It usually takes 2 working days for your payment to come through and you'll need to use our bank details below. Make sure to include your Customer Reference Number which you can find on your latest bill.

Account number 97169382

Sort code 55-81-26

Pay a bill online

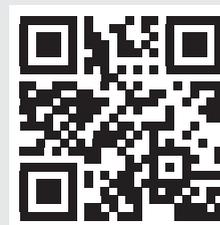
Visit www.utilita.co.uk/payments and follow the simple steps.

Set up a monthly Direct Debit

If you'd prefer to pay monthly, you can set up a Direct Debit by filling out a Direct Debit form on our website at www.utilita.co.uk/contact/direct-debit or by contacting us on **03300 535 669**. We can help to calculate a suitable Direct Debt amount based on your usage to be taken on a date of your choice each month.

Manage your account with the My Utilita app

The best way to stay up to date with your account and pay your bills is with our award-winning My Utilita app. Pay your bills on the go, manage and track your usage, and much more! Scan the QR code to download the app or visit www.utilita.co.uk/my-utilita



Smart meter tips and fixes

What does the '!' mean?

When the (!) alert symbol appears on the screen, please check the System status on the Smart Display. If there is a problem with the electricity or gas meter status, meter network signal, Smart Display or with WiFi network signal, this will be shown as red. Touch any of the icons to view more information.

Quick access menu

Pressing the home button on the bottom of the Smart Display while on the home screen, will show a set of buttons to quickly access some of the Smart Display's main features. For credit mode there are six icons:

Electricity

Touch this button to show the Electricity usage history screen

Gas

Touch this button to show the Gas usage history screen

Status

Touch this button to see the System status screen
Red indicates there is a problem
- touch for more information

Inbox

Touch this button to show the message Inbox screen

Tariffs

Touch this button to see the Tariffs screen/menu

Settings

Touch this button to see the Settings menu

Keypad functions

You can view your gas and electricity account information on your meters directly. By pressing each of the buttons on your meters' keypads you can view the following information:

B - Balance (£)

1 - Daily usage (£)

2 - Weekly usage (£)

3 - Monthly usage (£)

4 - Monthly usage (kWh)

5 - Debt info

6 - Tariff info

7 - Emergency Credit info

8 - Friendly Credit info

9 - Meter reading

On your electricity meter press '9' once, to get your electricity reading. On your gas meter press '9' twice, to get your gas reading.

If your Smart Display screen is blank

If you're using batteries, it may be that they have run flat. Either connect your Smart Display using the power adapter or replace the batteries. The Smart Display will run for approximately 4 hours with batteries so that you can carry it around the home to learn how different appliances work.

If your Smart Display isn't showing any data

If your walls are thick or there's a large distance between your electricity meter and your Smart Display, it won't be able to receive any data. Try moving your Smart Display closer to your electricity smart meter.



Check out the Smart Display guides

If you want to learn more about how to use your Smart Display, you can access our Quick Tips Guide, or a more extensive User Guide within our Help Centre page.

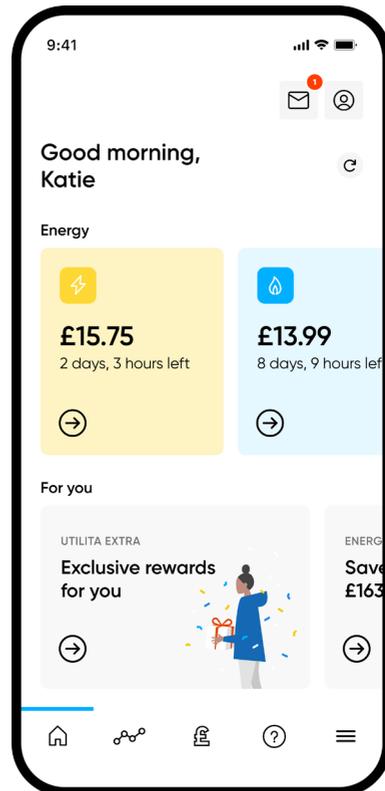
Visit www.utilita.co.uk/help/smart-meters to download the guides.

Understand your energy

Get the most from your Smart Display

Your Smart Display communicates with your meters, providing a convenient way to view various information about your gas and electricity accounts in one place, without you having to go to your meters directly.

Using its touchscreen, you can easily navigate your way around from the main menu to view and make the most of its 'smart' features.



How to connect your Smart Display to WiFi

We recommend keeping your Smart Display connected to the WiFi, to make sure the software always updates automatically.

Plus, connecting your Smart Display to the WiFi also means you can take advantage of our award-winning My Utilita app.

Access WiFi settings screen:

- ✓ Press the menu (☰) button on the **Home** screen
- ✓ Scroll down to **Settings**
- ✓ Scroll down to **WiFi network**
- ✓ Enable WiFi (by default it is disabled)
- ✓ Select **Set up network**

3 ways to connect to your WiFi:

- ✓ **List networks** – Scan for the list of networks that can be joined.
- ✓ **Manual** – manually enter the WiFi name (SSID) and password.
- ✓ **Advanced** – use your smart phone or laptop – and connect to the Smart Display to enter your WiFi's username and password.

Follow the on-screen instructions to connect to WiFi using one of the methods above.



Save energy. Save money.

Using less energy is a good way of lowering your bills and helping the planet – but this doesn't mean we want you to go without. The average UK home wastes 20% of the energy it uses. We'll help you lower this figure, potentially shaving hundreds of pounds off your bill. You don't need to be an 'energy expert'. We've done all the hard work for you.

Save with Smart Score

Our new My Utilita app feature shows how efficient your home's energy usage is and where immediate savings can be made. Ratings are given for both electricity and gas and include information on overnight usage, items left on standby, power-hungry appliances and more. Learn more on our website at www.utilita.co.uk/my-utilita

Manage your budget with Savings

The My Utilita Savings feature helps you to better manage your top-ups and save money for when your energy spend may be a bit higher. Simply set your target (how much you'd like to save) and pay into your Savings when you can. Learn more on our website at www.utilita.co.uk/my-utilita

For free and impartial advice on how to save energy in your home, visit Simple Energy Advice at www.simpleenergyadvice.org.uk, or visit Citizens Advice at www.citizensadvice.org.uk



WASTE LESS. SAVE MORE.

Make 3 easy changes at home and save big on your energy bills – **Save hundreds of pounds every year!**

THE TOP 3 CHANGES:

- ✓ Set your hot water tap temperature to 50°C*
- ✓ Turn the heating down by 1 degree
- ✓ Use the most efficient cooking appliance



www.utilita.co.uk/high5



*Safety alert – This relates to combination boilers only and NOT for boilers using hot water tanks. If in doubt, please visit www.hse.gov.uk/healthservices for more detail.

Priority Services Register

If you need a little extra support, you may be eligible for the Priority Services Register (PSR).

Our promise

The Priority Services Register helps energy companies like us to look after customers who have extra communication, access or safety needs. It helps us tailor our services to support households who may need extra help - and it's free to join.

The PSR promise is made by all energy companies in England, Wales and Scotland. We promise to only share details as agreed with you, about your personal situation with our trusted partners¹ so they can tailor their services to help you.

Once you've joined, you may be contacted to make sure your details are accurate and up to date. This will make sure we can give you the best support for your needs.

If anything about your situation changes, you can let us know and we will update your details. If you don't want to be on the PSR anymore, just ask us and we will do this for you.

You may be eligible to join our PSR if you, or a member of your household are

- ✓ Chronically or seriously ill
- ✓ Of pensionable age
- ✓ Physically impaired
- ✓ Have a Careline/Telecare system
- ✓ Rely on electricity to power medical machines
- ✓ Blind or partially sighted
- ✓ Deaf or hearing impaired
- ✓ Experiencing mental health difficulties
- ✓ Require additional presence in the property
- ✓ Have a poor sense of smell
- ✓ Developmental conditions
- ✓ Unable to communicate in English (including sign language)
- ✓ Have speech difficulties
- ✓ A young adult householder (under 18)
- ✓ In post hospital recovery
- ✓ Experiencing difficult or major life changes
- ✓ Restricted hand movement
- ✓ Families with young children 5 or under
- ✓ Unable to answer door/restricted movement

Impartial advice

If you would like any independent advice then you may want to contact the Citizens Advice Consumer Service. They're the official source of free and independent energy advice and support.

Visit www.citizensadvice.org.uk/energy or call their consumer service on **0808 223 1133**. Calls are free.

There are a number of other organisations that may also be able to help you if you have priority needs:

Age UK

Call: 0800 169 8787
www.ageuk.org.uk

Simple Energy Advice

Call: 0800 444 202
www.simpleenergyadvice.org.uk

Royal National Institute for the Blind

Call: 0303 123 9999
www.rnib.org.uk

Royal National Institute for the Deaf (Action on Hearing Loss)

Call: 0808 808 0123
Text: 0808 808 9000
www.actiononhearingloss.org.uk

¹ Partners include trusted charities such as the British Red Cross, who may assist during incident situations to support companies in safeguarding you and other household members.

A little extra support

Account nominee scheme

If you would like to nominate another person, such as your carer or next of kin, to manage your account for you, we can arrange this with your permission. You just need to ensure that you choose someone that you trust and who understands your needs.

We can also arrange to re-direct any bills or statements to a different address if you would like somebody else to manage your account.

Reading your meters

If you inform us that there is nobody over the age of 18 on your premise that is able to read the meter, we will arrange to send a meter reader to do this for you until your smart meters are installed to ensure accurate billing.



Blind and partially sighted

We can arrange for large print and Braille versions of letters and bills to be sent to customers who are partially sighted or blind.

If it is easier for us to explain your bill verbally, then we can arrange for a Customer Services Advisor to call you once a month or quarter.

Rely on electricity?

If you have medical equipment that relies on an electricity supply, it is even more important that you join our Priority Services Register.

If you are on a prepayment meter however, we cannot prevent you from self-disconnecting, as the meters will shut themselves off when the Emergency Credit runs out. We would not usually recommend prepayment meters as the best way of managing your energy bills.

Hearing difficulties

If you have difficulty hearing it may be easier for you if we put all information in writing, either by letter or email.

You can nominate a trusted friend or family member to speak on your behalf. Just let us know how you would like to communicate with us and we will do our best to accommodate you.

Arranging a password

All of our customers are entitled to arrange a password of up to 25 characters, which you can use to verify the identity of our representatives when they visit your home. This password can be arranged with any member of our Customer Services team.

How do you register?

Visit utilita.co.uk/PSR and complete the online application. Alternatively, call 0345 072 000 to speak to our friendly team.

Help centre

www.utilita.co.uk/help

Customer care

03303 337 442

8:00am - 8:00pm Mon - Fri

8:00am - 5:00pm Sat

Lost supply

03452 068 999

8:00am - 10:00pm everyday



Electrical emergency
or power cut?

Call 105

(24 hours a day)



Smell gas or suspect
a gas leak?

Call 0800 111 999

(Immediately)

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