**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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## View your meter reading

Press **B** to wake up your meter, then Press **9** once to get your electricity reading.

# Tips and fixes

## Secure ^SMETS2

# Gas Smart Meter

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✔ Press **B** to wake up the meter

✔ Press the blue A button '**PRESS A CONNECT**'

✔ Press the red **B** button

Your supply will now be restored.

## Checking your balance

✔ Press **B** to wake up the meter

✔ Press **4** twice

You'll then see your balance.

## Manually enter a top-up

To enter the top-up onto your meter, you'll need the 'Top-up Code' - this can be found on your printed receipt or in your 'Payment History' in My Utilita. Once you have this, simply:

✔ Press **A** to select mode

✔ Press **1** for Vend Mode

✔ Enter your Top-up Code

✔ Press **B** to accept

Your meter will now be credited with your top-up

## Activating Emergency Credit

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

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✔ 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

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## View any debt

Press **B** to wake up your meter, then press **5** twice on your meter to see your debt information.

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## View your tariff

Press **B** to wake up your meter, then press **6** on your meter to see your tariff information.

## View your meter reading

Press **B** to wake up your meter, then Press **9** once, to get your electricity or gas reading.

# Electric Smart Meter

## Restoring your supply

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To restore supply, first top-up so the meter is in positive credit by £1:

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✔ Press the blue A button '**PRESS A CONNECT**'

✔ Press the red **B** button

Your supply will now be restored.

## Checking your balance

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✔ Press **4** twice

You'll then see your balance.

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To enter the top-up onto your meter, you'll need the 'Top-up Code' - this can be found on your printed receipt or in your 'Payment History' in My Utilita. Once you have this, simply:

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✔ Press **1** for Vend Mode

✔ Enter your Top-up Code

✔ Press **B** to accept

Your meter will now be credited with your top-up

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## View your meter reading

Press **B** to wake up your meter, then Press **9** once to get your electricity reading.