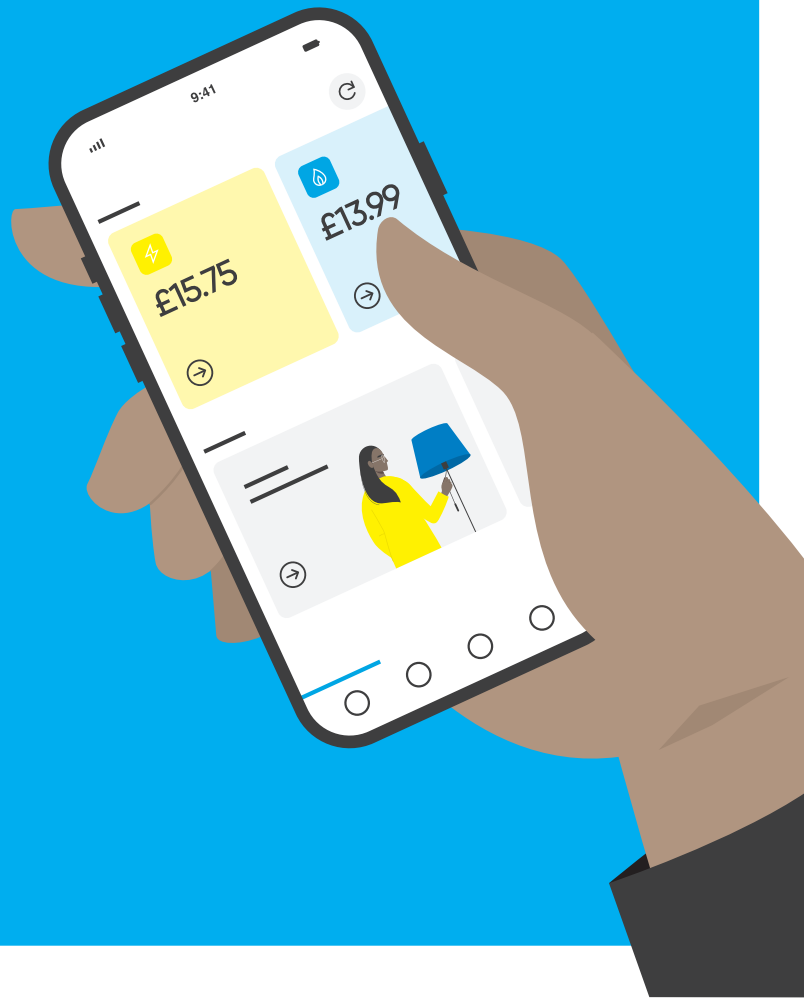


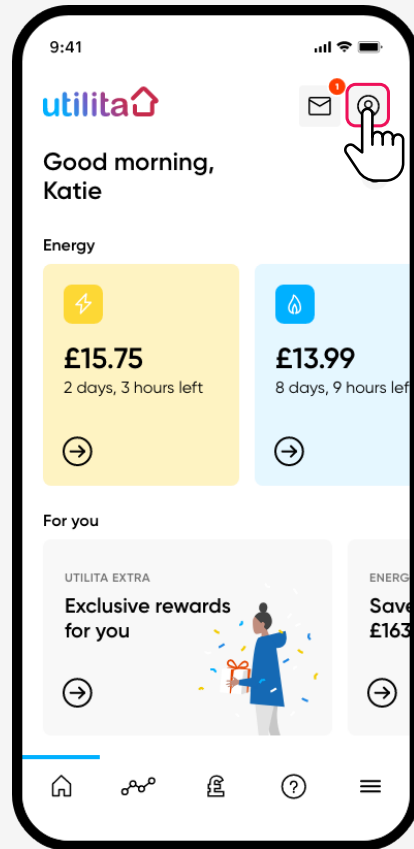
# Unlinking and Relinking your My Utilita Account

If you've previously used My Utilita for one address and then moved to another address which is also supplied by Utilita, you'll need to unlink your account from the old meter(s) before you link it to the meters in your new home. Your account will still exist but the app won't communicate with other meters until you relink it.

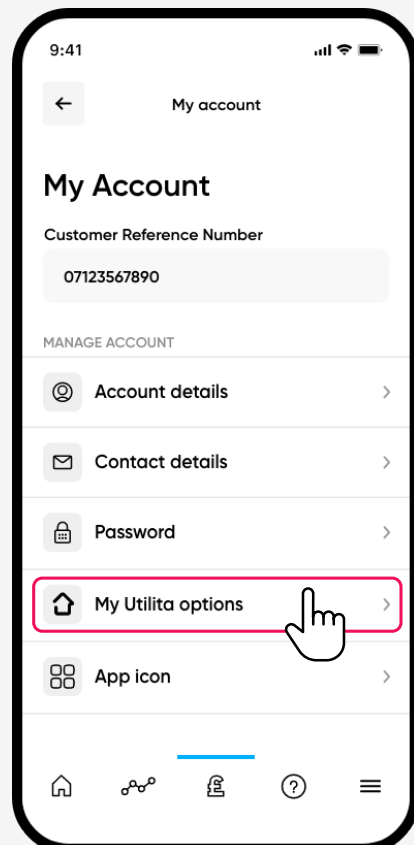


# Unlinking your My Utilita account

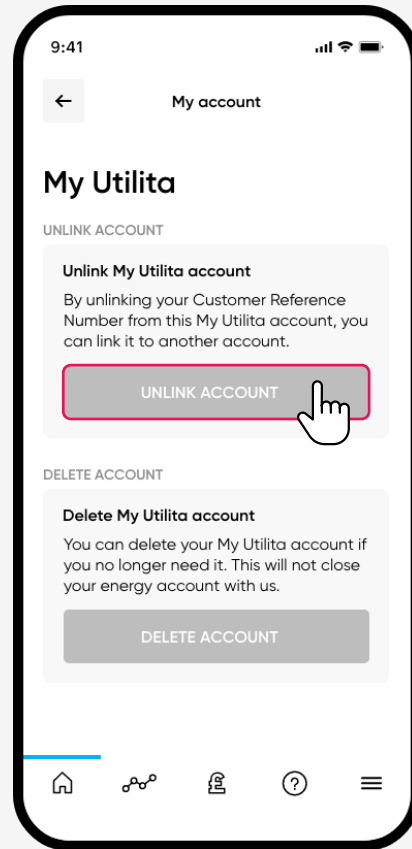
1. Open the My Utilita app and log in to your account.
2. Press the profile icon at the top-right of the screen.



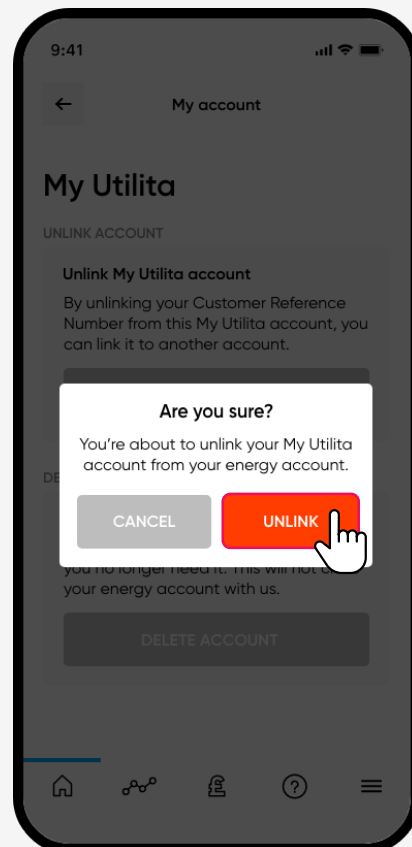
3. Press **MY UTILITA OPTIONS** and then the My Utilita page will appear.



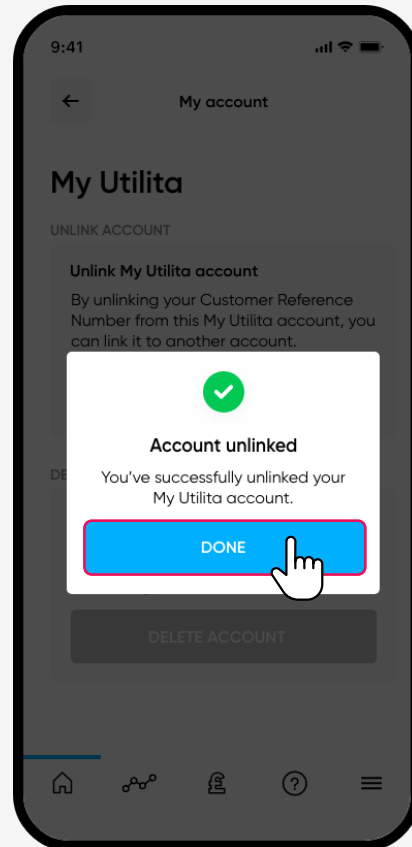
4. Press **UNLINK ACCOUNT** and a confirmation message will appear.



5. Press **UNLINK** and your account will be detached from your old meter(s). You'll see a message pop up which confirms this.



6. Click **DONE** to close the box.

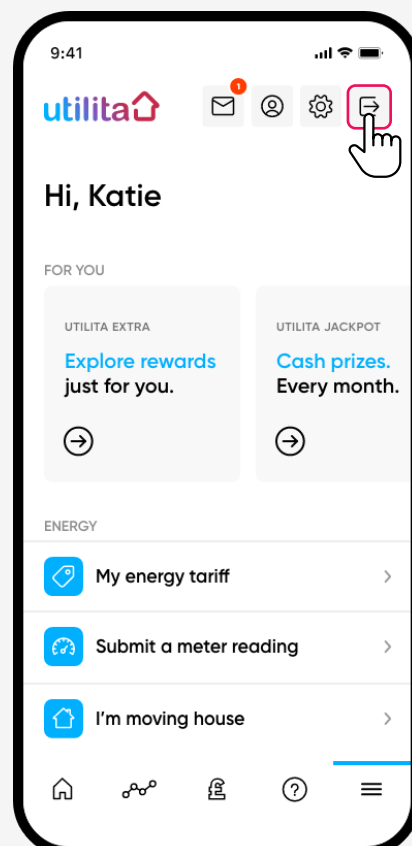


7. Log out from My Utilita.

a. Press the menu icon at the bottom of any page. You'll see a set of icons at the top of the page.

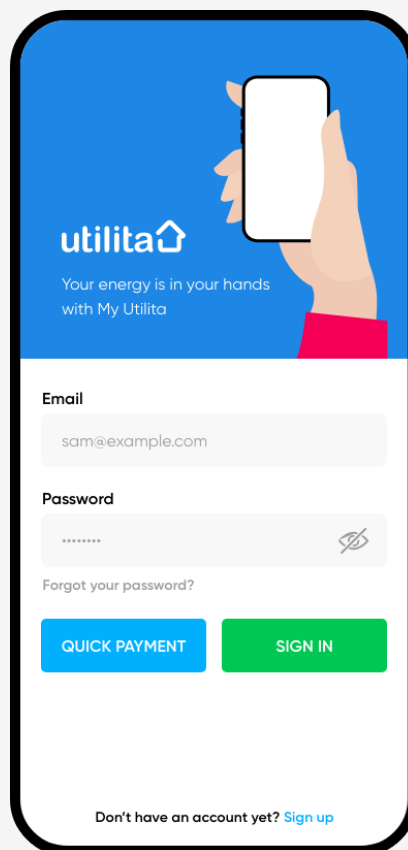
b. Press the **LOGOUT** icon and you'll be returned to the login page.

To access your new account details, you'll need to relink the My Utilita app to your account.



# Relinking your My Utilita account

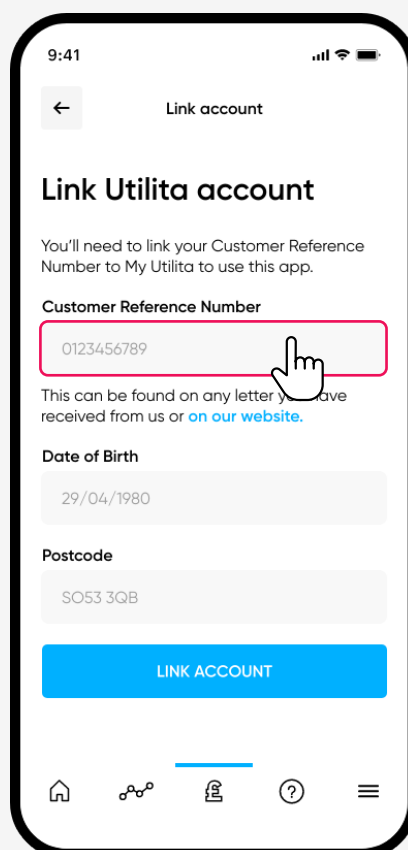
1. Open the My Utilita app and log in.



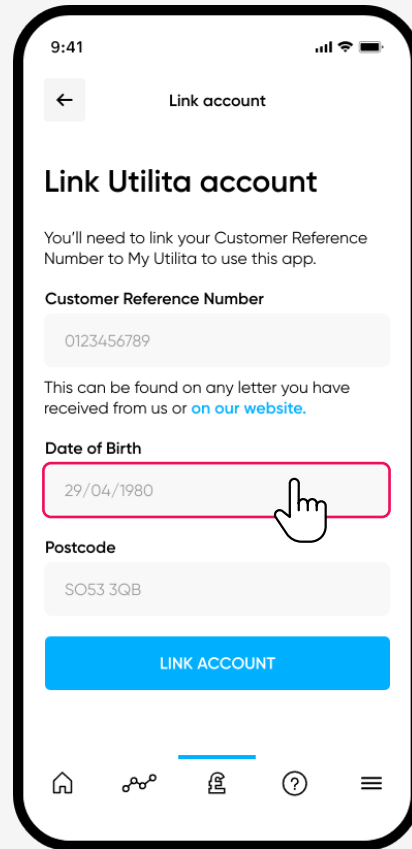
2. Type your new **CUSTOMER REFERENCE NUMBER** in the space provided.

Just a reminder: please don't use your old Customer Reference Number from your previous address.

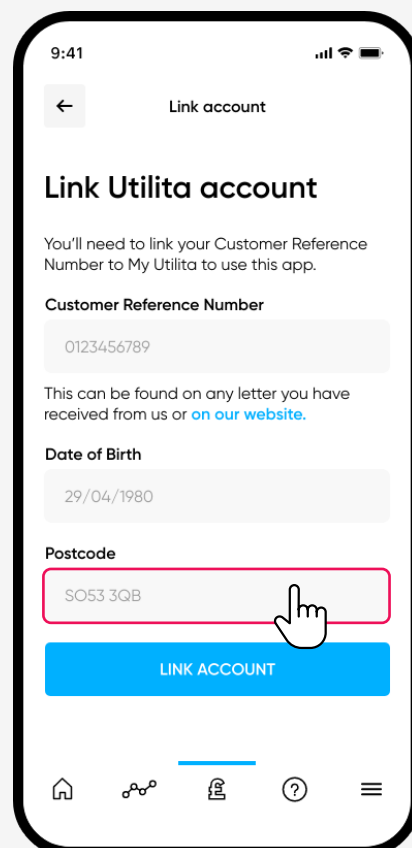
If you don't know the number, you can find it on any recent communication from us, or online by pressing the **ON OUR WEBSITE** link.



3. Press the **DATE OF BIRTH** box and select your birth date from the date picker. This helps us identify you.



4. Type the **POSTCODE** for your new home in the space provided.



5. Press **LINK ACCOUNT**.

If you've entered the correct information, a confirmation message will appear at the top of the screen.

