

Tips and fixes

Elster Smart Meter



Electric Smart Meter



Restoring your supply

Make sure all your appliances are off before restoring supply.

You'll need your meter to be in positive credit, and you'll see 'No Low Credit' and the icon in the bottom left will be flashing.

Press the middle button to clear the message, and again to restore supply.

Checking your balance

- ✓ Press the middle button to view your balance.

Manually enter a top-up

- ✓ Press the middle button to access the main menu.
- ✓ Use the top and bottom buttons to scroll to Prepayment, and press enter.
- ✓ Head to 'Enter UTRN' and press the middle button.
- ✓ Enter your top-up code (UTRN) using the top and bottom buttons to select digits, press the middle buttons to move to the next number.
- ✓ Press and hold the middle button to confirm your entry.

Activating Emergency Credit

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

- ✓ Press the middle button to get to the menu.
- ✓ Press the middle button to select the Prepayment screen and then select again to select Credit.
- ✓ Use the bottom button scroll to Emergency Credit – you'll see 'Acc Em Credit'.
- ✓ Press and hold the middle button to activate your Emergency Credit.

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 the middle button to get to the menu.
- ✓ Use the top and bottom buttons to scroll to Prepayment and press the middle button.
- ✓ Navigate to Debt using the top and bottom buttons and press the middle button.

The debt screen will show how much of your debt is left to pay.

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

- ✓ Press the OK button to access the main menu.
- ✓ Press the bottom button to find General and press the middle button to confirm.
- ✓ Head to Credit Info and press the middle button to show your tariff.

Meter reading

- ✓ Press and hold the grey middle button until you see the menu.
- ✓ General should appear on the screen – press and hold the middle button again to select this option.
- ✓ Scroll with the bottom button until you see TOU registers.
- ✓ Press and hold the middle button again while hovering over TOU registers – the number under IMP. R1 is your meter reading.

Gas Smart Meter



Restoring your supply

Make sure all your appliances are switched off before you restore supply. Plus you'll need to top-up so the meter is in positive credit by £1.

- ✓ Press the middle round button on the meter.
- ✓ Press and hold the middle button to restore your supply.

The meter will then check its gas flow (don't switch on any gas appliances while this is happening).

Checking your balance

Press the middle round button to view your balance.

Manually enter a top-up

- ✓ Press the middle round button on your meter.
- ✓ Press the right arrow to find UTRN Entry. Press the middle button again.
- ✓ Enter your top-up code using the arrows. The arrows will let you select the digits, use the middle button to move to the next number.
- ✓ Press and hold the middle button to confirm.

Activating Emergency Credit

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

- ✓ Press the middle round button. If Emergency Credit is available, press again to activate.
- ✓ Your credit will be activated when the screen says 'Emergency Credit accepted'.

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 the right arrow to find Supplier Information. Then press the middle button. This will take you to Prepayment.
- ✓ Press the right arrow to find Debt information, press the middle button.

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View your tariff

- ✓ Press the right arrow to find Supplier information, then press the middle button. This will take you to Prepayment.
- ✓ Press the right arrow to find Tariff information and press the middle button.
- ✓ You'll then be able to see the amount of gas you have used and how much it is.

Meter readings

- ✓ Press and hold the middle button to get to the menu.
- ✓ Press and hold the middle button again.
- ✓ Scroll with the bottom button until you see TOU registers.
- ✓ Press and hold the middle button once more while hovering over TOU registers. The number under IMP. R1 is your meter reading.