

# Electricity

## Smart Meter User Guide



Helping you save  
energy and money...



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# What is Utilita Smart Energy?

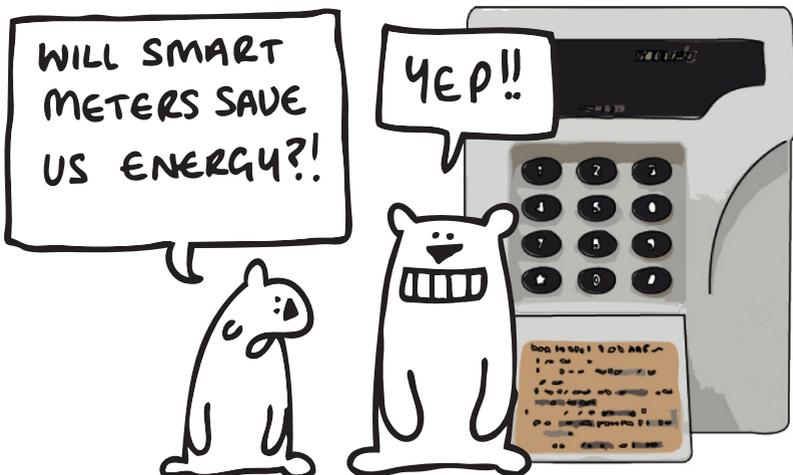
Utilita Smart Energy is a simple 'pay-as-you-go' method of buying electricity, which will help you save energy and money. It is Utilita's main tariff and includes the free installation of easy to use smart meters.

Utilita will supply a new smart metering system which is installed in your home, allowing you to view your energy usage at the push of a button. All smart energy customers benefit from fair prices, the ease of having top-ups sent to their meters remotely, the convenience of 'Emergency' and 'Friendly Credit' and the choice of a number of convenient payment options.

# Your New Smart Meters

Your smart metering system consists of a new electricity meter which will replace your old one, a Freedom Unit that works as your main control and display panel and a small HUB which passes the signal between the two.

The Freedom Unit helps you to monitor your energy usage; your meter installer will have found a suitable working position for it. You should keep the Freedom Unit where it is installed and plugged in at all times. In the event of a power cut, always ensure you have working AA batteries to hand.



# The Smart Metering System



The Freedom Unit lives in your home and can be used to quickly and easily display your energy usage, current balance and carbon emissions... all at the push of a button.



The HUB puts the smart into smart meter. It talks to the meters so you know exactly what is going on.

Smart meters



The electricity meter measures exactly how much electricity you use. You may sometimes need to use its key pad in the event of a loss of power, so it is usually found in a place you can get to.

## Getting Started

Along with your meters you will also be issued with your own smart top-up card, enabling you to top-up as and when you need. Please keep these cards away from heat and strong magnetic fields. If you move house in the future you will need to leave it at the property (see page 27).

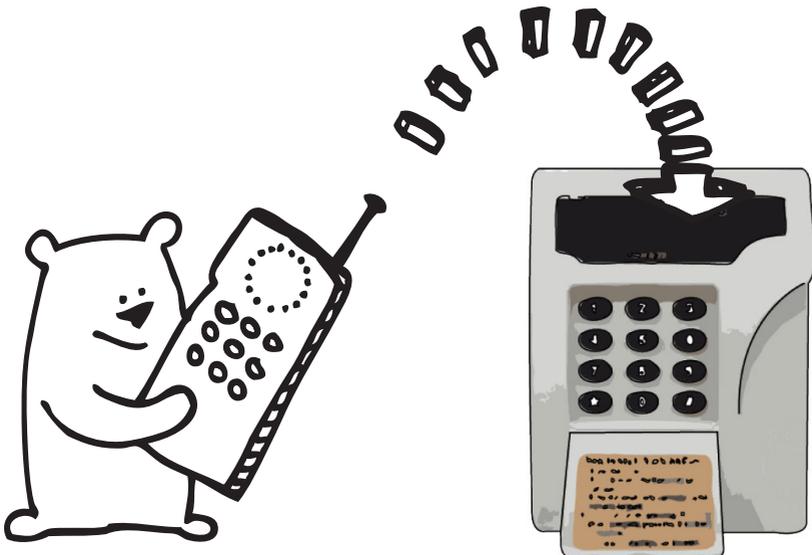


To help you get started, we have installed your new smart meter with £5 credit however, you should top-up very soon before that credit runs out. Below are all the ways you can keep your meter topped-up (see page 10-12 for more details):

1. At any PayPoint outlet (see page 12)
2. Online at: [www.utilita.co.uk](http://www.utilita.co.uk)
3. On your mobile at: <https://www.utilitapayments.co.uk/>
4. Via text message (see page 11)
5. On the phone via our automated top-up line: **03452 068 333**
6. Monthly pre-pay direct debit plan: **03303 337 440**

The amount that you can top-up varies by payment method:

	Minimum top-up per meter	Maximum top-up per meter
At a PayPoint outlet	£2	£45
Online	£10	£175
By text message (SMS)	£10	£175
By phone on 03452 068 333	£10	£175



# How will I know how much credit I have left?

**Step 1:** To see how much electricity you have left

- a. Press the **1** button twice on your Freedom Unit to view your electricity balance.



**NB:** the number of days left displayed is just a guide, as you may use more or less electricity week by week and your weekly usage will change between seasons.

**REMEMBER:** when your meter is first installed, it will be at least one week before this display calculates your usage correctly.

## Will I get a warning if my credit is low?

Yes, if your credit reduces below £1 you will hear an alarm sound for 2 minutes. To turn off the alarm sound, first press the **0** button once on the Freedom Unit and the reason for the alarm will be displayed followed by 'B ACCEPT'. You then need to press the **#** button and the alarm should go off. If you miss the alarm, it will be repeated every half an hour until the correct buttons are pressed. If you continue to ignore the alarm, your supply will eventually go off.

The alarm will not sound between 10pm and 8am (see page 19).



# How to Top-Up at Home

## Top-up Online

Topping up online is easy-peasy!

- 1: Go to [www.utilita.co.uk](http://www.utilita.co.uk) and click 'Top-Up'
- 2: Click on the top-up card that looks like yours
- 3: Select the supply you wish to top-up
- 4: Enter the amount you wish to top-up
- 5: Enter your payment card details
- 6: Your payment will then be sent automatically to your meter and a receipt will be sent to you via email or text message.

To check that your money has been credited to your meter press the **1** button four times on your Freedom Unit to view your electricity balance.



## Top-up via Text Message

First you need to make one online payment for your electricity (see instructions on page 10). When you get to the payment page, make sure you tick the 'SMS' box then enter your mobile phone number in order to register your details.

Once you have registered your details - text\* **UPAY** followed by your *top-up card number* then the *top-up amount* to **88010**

**N.B.** please ensure you do NOT include a £ sign. Ensure there is a space between each section of information.

Example  
for £30:

**UPAY 9826162701xxxxxxxxx 30**

The amount that you have chosen to top-up by will be automatically sent to your meter, followed by a text message receipt. You will also receive a 20, 40 or 60 digit 'vend code' in case the top-up is not successful; this will enable you to top-up manually (see page 13).

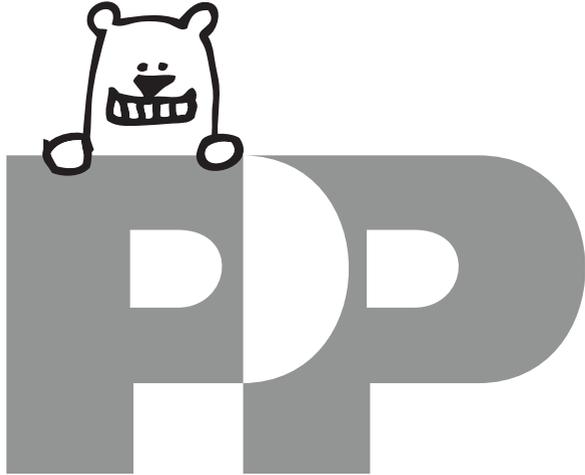
\*SMS charged at your local network rate.

## Set up a Pre-Pay Direct Debit

We can arrange for a monthly pre-pay direct debit to be set up for your smart meter. It is advisable to calculate how much you would normally spend on your electricity, as you will then have a more accurate idea of what to set up as the monthly pre-pay direct debit amount, in order to cover your usage.

If you would prefer to pay in this way, please contact our Customer Services Team on **03303 337 440** and they will be able to arrange this for you.

# How to Top-Up at the Shop



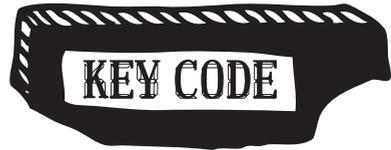
- 1: Take your smart top-up card to any PayPoint outlet.
- 2: The retailer will process your payment and your top-up will be sent to your meter automatically.
- 3: You will be issued a receipt with a unique 20, 40 or 60 digit vend code. Use this vend code to manually enter the payment if the automatic top-up should fail.
- 4: Your supply should be credited automatically, however it can take up to 45 minutes.
- 5: Your electricity should now be topped-up, you can check this has been successful via the Freedom Unit (see page 8).

# How to Top-Up your Meter Manually

## Step 1: Select fuel type

- a. Press the  button on your Freedom Unit.

The message **KEY CODE** is displayed.



## Step 2: Enter the CODE

- a. Now key in the 20, 40 or 60 digit POWERCODE which appears on your PayPoint receipt, or you may have written it down when you spoke to a Customer Services Advisor.

If you key in a wrong digit, you can go back by pressing the  button.

**N.B:** You can also view previous top-up codes on our website [www.utilita.co.uk](http://www.utilita.co.uk) by clicking 'View your Previous Code' on the top-up page.

### Step 3: Send your CODE

- Press the **#** button.
- The message **'SENDING'** will be immediately displayed.
- Wait a few seconds for one of the following messages to be displayed:



#### **'Accepted'**

You have keyed in the POWERCODE correctly. The amount of electricity you have bought will then appear followed by the word **'ACCOUNT'**, then the total amount of credit that you have.



#### **'Rejected'**

This means the code entered has been **'REJECTED'**, the meter will then give a reason why:



#### **'Duplicate'**

You have already keyed in the POWERCODE, or the POWERCODE has already been used to top-up the meter remotely.



### 'Incorrect'

The POWERCODE has been keyed in incorrectly.

Wait until this message clears, press the **\*** button to carefully re-enter the POWERCODE followed by **#** button.



### 'Wrong Tar'

Either you did not key in an earlier 'meter or tariff update' POWERCODE which would have been sent to you on a previous receipt. This can also mean 'DUPLICATE' (see page 14).



### WARNING:

This meter or tariff update POWERCODE will only be issued to you if there has been a change to electricity prices, or updates to the 'Friendly Credit' days and any other limits.

- Please call Utilita Customer Services if you cannot find your TARIFF CHANGE code on a previous receipt.
- Press the \* button and enter in the special tariff change POWERCODE.

Now press the \* button to re-enter the correct POWERCODE followed by the # button.

### 'KB Lock'

Your POWERCODE has been rejected five times in a row; it is likely that you haven't keyed in a valid POWERCODE.



A **'KB LOCK'** will lock the keypad for up to 10 minutes. Each time you enter an incorrect code this time will double until the correct code is entered.

If you are unable to resolve the problem, please call Customer Services for further assistance.

### 'Error'

There has been a delay of more than 20 seconds in keying in the numbers or you have not keyed in the full number.

Please press the  button to re-enter the correct POWERCODE followed by the  button.

Repeat this process should the message 'Error' appear again on the display.



### 'No Comms'

This means the freedom unit is not communicating with the electricity meter.

- Move the Freedom Unit closer to the electricity meter.

**Note:** If the problem persists turn the Freedom Unit off and remove the batteries for 1 hour. Then plug back in and try re-typing an old code, give it 10–15 minutes to register. If it still displays '**NO COMMS**' call for further assistance.



Customer Services: **03303 337 440**

# How do I check which POWERCODES I have already entered?

## Step 1: Key in POWERCODE

- Press the **\*** button on your Freedom Unit for POWERCODES.
- Enter the CODE that you would like to check and press the **#** button.

## Step 2: Check the code

- If the message 'REJECTED' appears followed by the message 'DUPLICATE' the number has been used before.



## Step 3: Check for previous codes used

- Press the **4** button repeatedly and the last 3 POWERCODES entered will appear in groups of 5 digits.
- By pressing the **#** button you can move backwards through groups of 5 digits.

# Emergency & Friendly Credit

It is advisable to make sure your electricity is always in credit

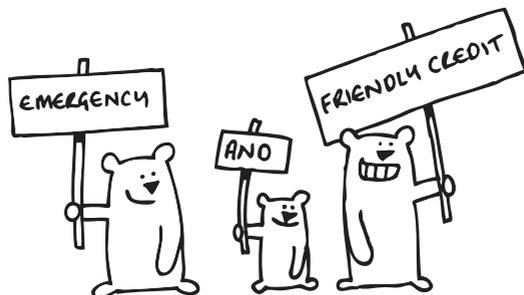
There are many PayPoint outlets available with long opening hours to top-up.

Please note: visit [www.utilita.co.uk](http://www.utilita.co.uk) to find your nearest PayPoint outlet now or click 'Top-Up Online'.

If you have already pressed the **0** and **#** buttons to switch off the low credit alarm (see page 9) you will automatically receive £10 of full power emergency supply. This is called EMERGENCY CREDIT, however you do need to accept the alert first.

If you have not pressed the **0** and **#** buttons to switch off the low credit alarm, your supply will eventually go off. Should this happen, simply press the **0** and **#** buttons and your supply will come back on after a few seconds, and you will automatically receive £10 of emergency supply.

**Note:** if the meter is left off for a long time this command may not work.



# What happens if my Emergency Credit runs out?

If your emergency credit runs out during the week after 4pm\*, the supply will NOT go off until 10am\* the following day. This will give you enough time to buy more electricity.

If your EMERGENCY CREDIT runs out after 4pm\* on a Friday the supply WILL NOT go off until 10am\* the following Monday (or the day after a Bank Holiday). This will give you enough time to buy more electricity.

**This extra emergency supply is called 'FRIENDLY CREDIT'**

Remember, the next time you buy electricity, you will need to pay off the EMERGENCY CREDIT, and any FRIENDLY CREDIT used will also be deducted from your payment. Please bear in mind each meter works with a minimum of £1. This means, for example, if you have gone into EMERGENCY CREDIT and used £4 of Friendly Credit, you will need to top-up the meter by at least £15. £10 to pay off the Emergency Credit, £4 to pay off the Friendly Credit and £1 to get the meter going.

\*GMT 5pm & 11am British Summer time.

## When is Friendly & Emergency Credit available?

	Emergency Credit Available	Friendly Credit Available
Mon - Fri 10am* - 4pm*	Yes	No
Mon - Fri 4pm* - 10am*	Yes	Yes
Sat & Sun & bank hols	Yes	Yes

## What happens if my Supply goes off?

If you run out of 'EMERGENCY CREDIT' and 'FRIENDLY CREDIT' (see page 20), you will need to pay for a top-up at any PayPoint outlet and keep the receipt on which you'll find the 20, 40 or 60 digit POWERCODE.

If you have run out of credit on your Electricity account the remote top-up will not register on your meter; you can either:

- Key in the 20, 40 or 60 digit POWERCODE directly into the electricity meter by first pressing the **\*** button and then enter the code followed by the **#** button. You cannot use the Freedom Unit, as it will not have any power.
- Or you can insert two AA batteries into the front of the Freedom Unit, make sure it is working, and then key the 20, 40 or 60 digit POWERCODE into the Freedom Unit (by first pressing the **\*** button and then the **1** button and then enter the code followed by the **#** button).

Once you are back in credit you will need to press the **0** button on the electricity meter to restore power, if it hasn't come back on within a few minutes.

In the unlikely event that this procedure does not restore your supply, please call Customer Services on:  
**03303 337 440**

# What happens if I have previous charges?

- Each time you buy electricity, a percentage of the amount bought will go towards reducing the previous charges, usually at 40% depending on what has been agreed.

**e.g: If you top-up £10, £4 will go toward the debt and £6 will go on the meter.**

- Or you can make an additional full or part payment to clear the previous charges, either at any PayPoint outlet or over the phone with Customer Services on **03303 337 440**.

Your PayPoint receipt will show the amount of payment you have made towards previous charges so that you can keep track of your balance.

# The Freedom Unit

Your new smart metering offers you a number of ways you can get data about the energy you use in your home.



Viewing your usage

By pressing the buttons on the Freedom Unit you can obtain all sorts of useful information. Repeated pressing of each button gives many levels of detailed information - as explained below:

### Press **1** Electricity balance

x 1	DAYS LEFT
x 2	Number of days your credit balance will last for
x 3	E ACCOUNT
x 4	Credit balance
x 5	Emergency credit balance

### Press **2** Electricity Usage

x 1	E USAGE
x 2	E TODAY
x 3	Today's electricity usage
x 4	Today's kWh usage
...	Previous day's usage continued

### Press **3** Tariff Price

x 1	E PRICE 1
x 2	Tariff Price 1
x 3	E USE R1
x 4	Rate 1
x 5	E PRICE 2
x 6	Rate 1

### Press **4** Electricity Codes

x 1	ELEC CODE
x 2	Last electricity code used
x 3	Previous electricity code used
...	Continued

### Press **5** Electricity Total

x 2	E TOTAL
x 3	Total electricity put on meter
x 4	E AB CODE
x 5	Previous electricity code

Press **6** Rate of Usage

x 2	E-LOAD
x 3	kWh per hour
x 4	E COST/HR
x 5	Cost per hour

Press **7** Standing Charges

x 1	E S-CHRG
x 2	Standing charge cost

Press **8** Carbon Footprint

x 1	E CARBON
x 2	E TODAY
x 3	Kg today
x 4	E DAY
x 5	Kg yesterday
...	Continued

Press **9** Import/Export Values

x 1	E IMP KWH (Import kWh)
x 2	kWh
x 3	E EXP KWH (Export kWh)
x 4	kWh

Press **0** Alerts

x 2	ALERTS
x 3	Alert status
x 4	E R-CODE
x 5	Alert status
x 5	TIME
x 6	Time
x 7	DATE
x 8	Date

# Energy Saving...

All Utilita staff are fully trained to offer free and fair advice on using energy efficiently in and around your home, helping you save even more. Changing your energy usage habits will always save you more money than by switching supplier alone so have a look at the ways you use your electricity to see if you could increase your savings!

- Visit [www.utilita.co.uk](http://www.utilita.co.uk) to find out more about saving Energy in your home.
- Follow us on Twitter [@UtilitaEnergy](https://twitter.com/UtilitaEnergy) to receive daily energy saving tips, updates and offers.
- Visit us on Facebook at [Utilita Energy](https://www.facebook.com/UtilitaEnergy) for more ideas and tips on how to use energy efficiently.



# Moving Home

If you are planning to move house, please contact the Utilita Welcome Team on **03452 068 777** to advise us of your plans and arrange for any credit to be refunded. If you do not contact Utilita, you may not be able to receive any refunds.

Please leave this booklet and your top-up cards for the next occupier, so they can contact Utilita about topping-up their meter.

## Lost Your Card?

Don't worry - your card cannot be used with any other meter and if you lose your card, you do not lose any money. If you have lost a card, just contact Utilita Customer Services to report the loss and they will arrange for a new one to be sent to you (a small charge may be applicable). You will also be given your 19-digit electricity card number, which you can use to buy a top-up at any PayPoint outlet, on your mobile, via text message, or online. It may be useful to keep a record of your card number on the back cover of this booklet.

**Notes:**

**Notes:**

**utilita**   
pre-pay the smart way

Utilita Energy Limited  
Utilita House  
Moorside Road  
Winchester  
Hampshire  
SO23 7RX

Registered in England  
Company Number 04849181  
Regulated by Ofgem

Email: [customerservices@utilita.co.uk](mailto:customerservices@utilita.co.uk)  
Web: [www.utilita.co.uk](http://www.utilita.co.uk)

General Enquiries:  
03452 072 000  
Opening hours:  
8am - 8pm Mon-Fri  
8am - 1pm Sat  
Closed Sun

Emergency Line:  
03452 068 999  
Opening hours:  
8am - 10pm Everyday



Use This Space to Record

Electricity card number.....