

Tips and fixes

Itron Smart Meter



Electric Smart Meter



Restoring your supply

Make sure all your appliances are off before you restore supply.

- ✓ Your meter will say 'Supply reconnect confirm?'
- ✓ Press the orange button to reconnect the supply.
- ✓ If you hear a clicking sound - this means your supply has come back.

Checking your balance

- ✓ Press the **B** button find Account Info. Press the orange button to select.
- ✓ Press the **B** button to find Meter Balance. Press the orange button to select.

Manually enter a top-up

- ✓ Use the **B** button to get to Command Menu and press orange to select.
- ✓ Use the **B** button again to find Token Entry and press orange to select.
- ✓ Use the blue and orange buttons to enter your top-up code (UTRN) – blue will scroll through the numbers, and orange will select the digit.

Activating Emergency Credit

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

- ✓ Press the orange button to activate 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 **B** button to find Account Info and then select using the orange button.
- ✓ Press the **B** button again to get to Accumulated Debt. Use the **B** button to browse through the debt screens.

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

- ✓ Use the **B** button to find Account Info and select with the orange button.
- ✓ Use the **B** button again to get to Active Tariff Price and select with the orange button.
- ✓ Use the **B** button again to get to Registers and select with the orange button.
- ✓ Use the **B** button again to get to TOU Active Reg and select with the orange button.
- ✓ Press the orange button to select TOU Active Reg 1-24.
- ✓ Select the **B** button to switch between the two rates.

View your meter reading

- ✓ Press and hold the grey middle button until you see the menu.
- ✓ Press and hold the middle button again to select General.
- ✓ Scroll with the bottom button until you see TOU registers.
- ✓ Press and hold the middle button – the number under IMP. R1 is your meter reading.

Gas Smart Meter



Restoring your supply

Make sure your appliances are all off before attempting to restore supply.

- ✓ Press and hold the orange **OK** button to switch on your display screen.
- ✓ Use the arrow keys to find Supply and press the **OK** button.
- ✓ Press the **OK** button to select Armed Enable.
- ✓ Press and hold **OK** to restore your supply.

Checking your balance

- ✓ Press and hold the **OK** button.

Manually enter a top-up

- ✓ Head to Top-up Menu.
- ✓ Use the blue and orange buttons and the **OK** button to enter your top-up code (UTRN). Blue and orange buttons will select individual digits, **OK** selects and moves to the next digit. Use Return to go back.
- ✓ Press the **OK** 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.

- ✓ Use the return button to activate 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 and hold the **OK** button.
- ✓ Use the arrow keys to find the main prepay menu and press **OK**.

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View your tariff

- ✓ Press and hold the **OK** button.
- ✓ Use the arrow keys to find Billing and press **OK** to see your tariff information.

View your meter reading

- ✓ Press and hold the **OK** button.
- ✓ Press the arrow keys to find Prepayment and press the **OK** button to see the meter reading.