

# Tips and fixes

## Secure SMETS2



# Gas Smart Meter



## Restoring your supply

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

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

- ✓ 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.

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

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](https://utilita.co.uk/help)

## 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

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

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

- ✓ 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.

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

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](http://utilita.co.uk/help)

## 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 reading.