

Meet your new smart meter

www.utilita.co.uk

S2 PAYG



Understanding the basics


You've taken an important first step towards complete control of your home energy use.

Your Smart Display will help you manage and visualise your energy – helping you on the way to optimum efficiency and maximum cost savings.

Home screen

The **Home** screen of your Smart Display shows the consumption and energy used for the day.

Pressing the electricity/gas dial or percentage will show the usage history. Pressing the cost or kilowatt-hours (kWh) will switch between cost view and consumption view.


You can also, at any time, press the  button return to the **Home** screen.

Access to your meter

If your meter is in a position which makes it difficult or unsafe to read or manually top-up, we may be able to move it for you. Speak to us on Live Chat or call us on **0345 207 2000** to discuss this.

Make sure your Smart Display is always connected to your smart meter

To make the most of your Smart Display, it's useful to keep it plugged in somewhere you can easily see it.

Wherever you choose, check the signal strength by looking at the  symbol on the top left of the screen. The more stripes, the stronger the signal. If the signal is weak, move the Smart Display closer to your electricity smart meter.

In the future, data sent via WiFi will also give you extra features in your Utilita account.

Your engineer can connect your Smart Display to WiFi, but if you need to reconnect or update the connection, follow the steps in this guide.

Say goodbye to meter readings

As part of your installation, our engineer has taken your last meter readings and will put those into your Utilita account.

From now on, as well as sending information to your Smart Display, your smart meters will send information to your Utilita account automatically. This means your statements will be based on your actual usage instead of estimates, and there's no need to send us meter readings.



Check out the Smart Display guides

If you want to learn more about how to use your Smart Display, you can access our Quick Tips Guide, or a more extensive User Guide within our Help Centre page.

Visit www.utilita.co.uk/help/smart-meters to download the guides.



Pay As You Go features

Emergency Credit

You can access up to £15 Emergency Credit if you're struggling to top-up.

If you need to use it, press **E-Credit** when your balance reaches £0 and the **Low Credit Alert** is displayed on your Smart Display. Your credit will then be displayed as a negative balance and run down to -£15.

If you top-up whilst in Emergency Credit, don't forget to:

- ✓ Fully repay the credit that you've used
- ✓ In addition to the Emergency Credit, you must also ensure the meter is topped-up by at least £1 to avoid loss of supply

For example, if you've used £3 of Emergency Credit, then you'll need to top-up at least £4.

Friendly Credit

Our Friendly Credit feature means you never lose supply during evenings, weekends or bank holidays – even if your Emergency Credit runs out, or has not been activated.

Your smart meters automatically enter Friendly Credit mode everyday from 2pm* until 10am* the next working day – giving you plenty of time to top-up your supply.

Any extra credit used beyond the £15 Emergency Credit is called 'Friendly Credit'.

*Subject to change.

How to top-up

Top-up with My Utilita

Download our award-winning My Utilita app to top-up on the go from £2. Scan the QR code below to download the app today.

Top-up online

Visit www.utilita.co.uk/payments and follow the simple steps.

Visit a PayPoint or Payzone

Use your new top-up cards to top-up with cash at any PayPoint or Payzone shop. They'll process your payment and your meter will be updated automatically.

Call us

Call our Automated Top-up Line on **03452 068 333**. You'll need your 19 digit top-up number that's on the back of your new top-up card.

Manually enter a Top-up Code (UTRN)

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 follow the steps below:

- ✓ Find the keypad on your electricity or gas smart meter
- ✓ Press A – To select mode
- ✓ Press 1 – For Vend Mode
- ✓ Enter your Top-up Code
- ✓ Press B to accept – Your meter is credited with your top-up.

POWER UP™

Apply for a POWER UP (up to £25 for electricity and £25 for gas*) when you've run out of credit and need to get back on supply. Pay it back on your terms as a % of your future top-ups – interest free!

Download the My Utilita app or call us on **0345 207 2000** to POWER UP.

*Subject to change.

Manage your energy on the go

The best way to control your energy is with our award-winning My Utilita app. View your balance, top-up, track your usage and much more. Scan the QR code to download the app or visit www.utilita.co.uk/my-utilita



Smart meter tips and fixes

Restoring your supply

Your supply will only turn off outside of our Friendly Credit hours* if all of your Emergency Credit has been used or you have not activated it before your balance reaches £0.

To restore supply, you must go to the meter of the affected supply.**

*Your supply can only ever disconnect between the hours of 10am – 2pm (Mon-Fri, excluding bank holidays)

**To restore your electricity supply, you'll need to ensure that all appliances in your home are switched off at the wall

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

- ✓ Press the blue A button
'PRESS A CONNECT'
- ✓ Press the blue A button
'PRESS B CONFIRM'
- ✓ Press the red B button
Your supply will be restored

To restore supply if Emergency Credit is still available:

- ✓ Press 7
'E-CREDIT AVAILABLE
– PRESS A ACCEPT'
- ✓ Press the blue A button
'PRESS A CONNECT'
- ✓ Press the blue A button
'PRESS B CONFIRM'
- ✓ Press the red B button
Your supply will be restored

Meter keypad functions

You can view your gas and electricity account information on your meters directly. By pressing each of the buttons on your meters' keypads you can view the following information:

- 1 – Used today (kWh) press twice for used today (£)
- 2 – Boost (E7 and My Time customers only)
- 3 – Highest daily usage of current month
- 4 – Press twice to see your balance (£)
- 5 – Debt info
- 6 – Tariff info
- 7 – Emergency Credit info
- 8 – Friendly Credit info
- 9 – Meter reading

On your electricity meter press:

'9' once, to get your electricity reading. On your gas meter press '9' twice, to get your gas reading.

Meter boost function (E7 and My Time customers only)

With Economy 7 meters, or if you have a My Time tariff, there may be times you need more hot water to boost your heating.

You can 'boost' at any time throughout the day. Don't forget your 'boosts' will be charged at your higher Day Rate.

To activate boost:

- ✓ Press button 2
- ✓ Press button 1 – ALCS
- ✓ Press button 1 – Enable boost
- ✓ Keep pressing 1 – To scroll through different time periods 15/30/45/60 minutes
- ✓ Press B – To activate

To stop boost period:

- ✓ Press button 2
- ✓ Press button 1 – ALCS
- ✓ Press button 2 – End boost

My Time Off-Peak periods

My Time offers customers 10 hours of off-peak energy, this is spread over 3 different time periods:

South Scotland

00:30am–04:30am
07:30am–13:00pm
16:00pm–20:30pm

North Scotland

04:30am–07:30am
13:30pm–16:30pm
20:30pm–00:30am

All other regions

00:00am–05:00am
13:00pm–16:00pm
20:00pm–22:00pm

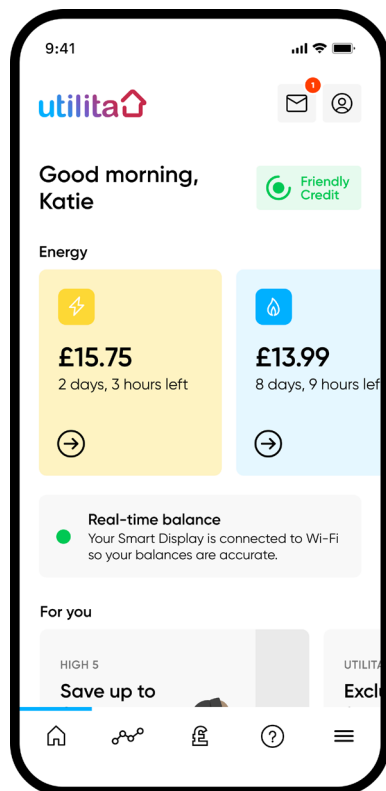
Understand your energy

Information from your smart meters

Your Smart Display updates every 30 minutes for gas and roughly every 10 seconds for electricity. It shows your energy usage, measured in kWh, and the cost, shown in pounds and pence.

This information can give you a better idea of how much energy different appliances use, which means you can save money by making informed choices about how and when you use them.





- ✓ **Real-time balance updates**
Get more accurate information from your smart meter on the My Utilita app.
- ✓ **Monthly Energy Insights**
Your insights include handy tips to save energy along with a detailed breakdown of your energy usage.



Connect your Smart Display to WiFi

We recommend keeping your Smart Display connected to the WiFi, to make sure the software always updates automatically. Plus, connecting your Smart Display to the WiFi also means you can take advantage of our award-winning My Utilita app – which will now display your energy balances in near real-time.

Access WiFi settings screen:

- ✓ Press  whilst on the **Home** screen
- ✓ Scroll down to **Settings** and press 
- ✓ Scroll down to **WiFi network** and press 
- ✓ Press  to turn on the WiFi module
- ✓ Select **Set up network**

3 ways to connect to your WiFi:

- ✓ Scan for the network and connect manually (preferred method)
- ✓ Use another WiFi device – such as smartphone or laptop – and connect to the monitor
- ✓ Use the WPS button on your broadband router

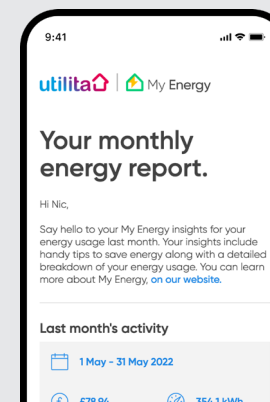
Follow the on-screen instructions to connect to WiFi using one of the methods above.

Get monthly energy insights with My Energy

By connecting your Smart Display to your WiFi, you unlock the true power of your smart meter with My Energy.

After downloading the My Utilita app, simply register or sign in, and complete the 'My Property' form on the Usage page. Once complete, you'll then receive automatic updates via email every month on your energy usage Insights – helping you save money and energy.

Each month, our clever tech will breakdown how each of your appliances are using energy, plus what it's costing you in a simple to understand table. We'll even send you tailored advice on how your home can save energy and cut costs!



Save energy. Save money.

Using less energy is a good way of lowering your bills and helping the planet – but this doesn't mean we want you to go without. The average UK home wastes 20% of the energy it uses. We'll help you lower this figure, potentially shaving hundreds of pounds off your bill. You don't need to be an 'energy expert'. We've done all the hard work for you.

Save with Smart Score

Our new My Utilita app feature shows how efficient your home's energy usage is and where immediate savings can be made. Ratings are given for both electricity and gas and include information on overnight usage, items left on standby, power-hungry appliances and more. Learn more on our website at www.utilita.co.uk/my-utilita

Manage your budget with Savings

The My Utilita Savings feature helps you to better manage your top-ups and save money for when your energy spend may be a bit higher. Simply set your target (how much you'd like to save) and pay into your Savings when you can. Learn more on our website at www.utilita.co.uk/my-utilita

For free and impartial advice on how to save energy in your home, visit Simple Energy Advice at www.simpleenergyadvice.org.uk, or visit Citizens Advice at www.citizensadvice.org.uk



USE LESS. SAVE MORE.

Join the movement to make smarter energy choices all year round – saving you **hundreds of pounds every year!**

SCAN ME



Priority Services Register

The Priority Services Register (PSR) is a free support service that makes sure extra help is available to people in vulnerable situations.

Our promise

The PSR helps energy companies like us look after customers with extra communication, access, or safety needs. It helps us tailor our services to support households who may need extra help – and it's free to join.

The PSR promise is made by all energy companies in England, Wales and Scotland. We promise to only share details about your personal situation with our trusted partners¹, so they can tailor their services to help you. Of course, we'll only share details agreed by you.

Once you've joined, you may be contacted to make sure your details are accurate and up to date. This will make sure we can give you the best support for your needs.

If anything about your situation changes, you can let us know and we'll update your details. If you don't want to be on the PSR anymore, just ask us and we'll take care of the rest.

You can speak to us on Live Chat, or visit [utilita.co.uk/PSR](https://www.utilita.co.uk/PSR)

You may be eligible to join our PSR if you, or a member of your household:

- ✓ Have reached state pension age.
- ✓ Are disabled or have a long-term medical condition.
- ✓ Are recovering from an injury.
- ✓ Are hard of hearing or have a sight condition.
- ✓ Are suffering from a mental health condition.
- ✓ Are pregnant or have young children.
- ✓ Have extra communication needs.
- ✓ Need to use medical equipment that requires a power supply.
- ✓ Have poor or no sense of smell.
- ✓ Would struggle to answer the door or get help in an emergency.

Impartial advice

If you are struggling to pay your energy bill or if you have a problem with your meter, you can get help from Citizens Advice.

If you live in England or Wales, go to citizensadvice.org/uk/energy or contact the **Citizens Advice** consumer service on 0808 223 1133.

For **Relay UK**, call 18001 then 0808 223 1133. To contact a Welsh-speaking adviser call 0808 223 1144. Calls are free.

If you live in Scotland, go to energyadvice.scot or contact **Advice Direct Scotland** on 0808 196 8660. Calls are free.

For **British Sign Language** enquiries, go to contactscotland-bsl.org

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. There are other organisations that may also be able to help you if you have priority needs:

Age UK
Call: 0800 169 8787
ageuk.org.uk

Simple Energy Advice
Call: 0800 444 202
simpleenergyadvice.org.uk

Royal National Institute for the Blind (RNIB)
Call: 0303 123 9999
rnib.org.uk

Royal National Institute for the Deaf (Action on Hearing Loss)
Call: 0808 808 0123
Text: 0808 808 9000
actiononhearingloss.org.uk

¹ Partners include trusted charities such as the British Red Cross, who may assist during incident situations to support companies in safeguarding you and other household members.

A little extra support

Account nominee scheme

If you'd like to nominate another person, such as your carer or next of kin, to manage your account with us we can arrange this with your permission. You just need to ensure that you choose someone that you trust and who understands your needs.

We can also arrange to re-direct any bills or statements to a different address if you'd like somebody else to manage your account.

Reading your meters

If you inform us that there's nobody over the age of 18 at your address that can read the meter, we'll arrange to send a meter reader to do this for you until your smart meters are installed.

Blind and partially sighted

We can arrange for large print and Braille versions of letters and bills to be sent to customers who are visually impaired. If it's easier for us to explain your bill verbally, then we can arrange for a Customer Services Advisor to call you once a month or quarter.

Hearing difficulties

If you've got difficulty hearing, it may be easier for us to send you letters or emails. If we do need to contact you, we can nominate a trusted friend or family member to speak on your behalf. Just let us know how you would like to communicate with us, and we'll do our best to accommodate.

Arranging a password

All our customers are entitled to set a password of up to 25 characters, which you can use to verify the identity of our representatives when they visit your home. This password can be arranged with any member of our Customer Services Team.

Rely on electricity?

If you've got medical equipment that relies on an electricity supply, it's even more important that you join our Priority Services Register. If you have a Pay As You Go meter however, we can't prevent you from self-disconnecting – the meters will shut themselves off when the Emergency Credit runs out.

If ever you feel a Pay As You Go meter is not suitable for your circumstances e.g. you need a constant supply of energy for medical reasons, speak to us on Live Chat. We can discuss whether a credit meter would be a better option.



How do you register?

Visit utilita.co.uk/PSR and complete the online application. Alternatively, call **0345 072 000** to speak to our friendly team.

Help centre
utilita.co.uk/help

Customer care
Live Chat at utilita.co.uk

Or call **03303 337 442**
8am - 8pm Monday to Friday
8am - 5pm Saturday

Lost supply
03452 068 999

8am - 10pm everyday



Electrical emergency
or power cut?

Call 105

24 hours a day



Smell gas or suspect
a gas leak?

Call 0800 111 999

immediately



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