

Meet your new smart meter.

www.utilita.co.uk



utilita 
life with power

S2 PAYG

Understanding the basics

Your Smart Display shows information from your smart meters

A Smart Display is an electronic device that talks wirelessly to your smart meters. It updates every 30 minutes for gas and roughly every 10 seconds for electricity. It shows your energy usage, measured in kilowatt-hours (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.


Say goodbye to meter readings

As part of your installation, our engineer has taken your last meter readings and should 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 – Hooray!

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.

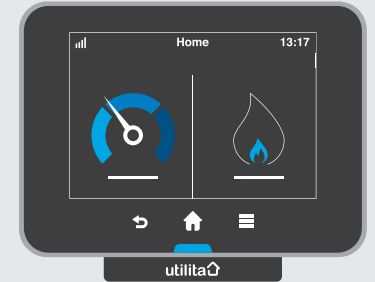
Wherever you choose, check the signal strength by looking at the  symbol on the top left of the screen. The more stripes, the stronger the signal. If the signal is weak, move the Smart Display closer to your electricity smart meter.

Connect to WiFi for updates and extra perks!

Like a lot of modern devices, your Smart Display might need an update occasionally.

We recommend connecting it to WiFi, which will keep it updated automatically. 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.



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.

Topping-up

You'll also receive you gas and electricity top-up cards, allowing you to top-up your meters as and when you need. Our smart meter engineer will install your meter with positive credit, however you should top-up very soon before that credit runs out.

POWER UP™

Apply for a POWER UP (up to £40 for electricity and £60 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.

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

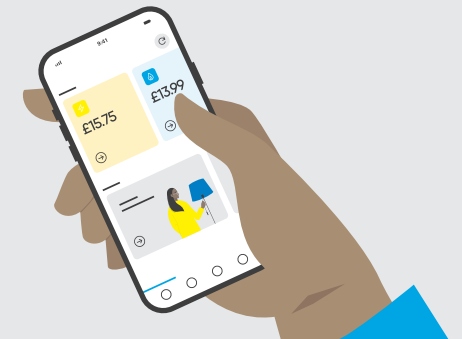
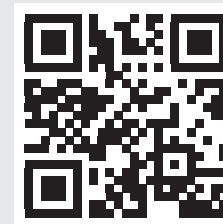
Use your new top-up cards to top-up with cash at any PayPoint or Payzone shop. They'll process your payment and your meter will be updated automatically.

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.

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

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:

B - Balance (£)

1 - Daily usage (£)

2 - Weekly usage (£)

3 - Monthly usage (£)

4 - Monthly usage (kWh)

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.

If your Smart Display screen is blank

If you're using batteries, it may be that they have run flat. Either connect your Smart Display using the power adapter or replace the batteries. The Smart Display will run for approximately 4 hours with batteries so that you can carry it around the home to learn how different appliances work.

If your Smart Display isn't showing any data

If your walls are thick or there's a large distance between your electricity meter and your Smart Display, it won't be able to receive any data. Try moving your Smart Display closer to your electricity smart meter.

Manually enter a Top-up Code (sometimes called a UTRN)

Your top-ups should go onto your smart meter automatically within 30 minutes of topping-up, however in some cases it can take a little longer or the Top-up Code may need to be entered onto the meter manually.

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 will now be credited with your top-up.

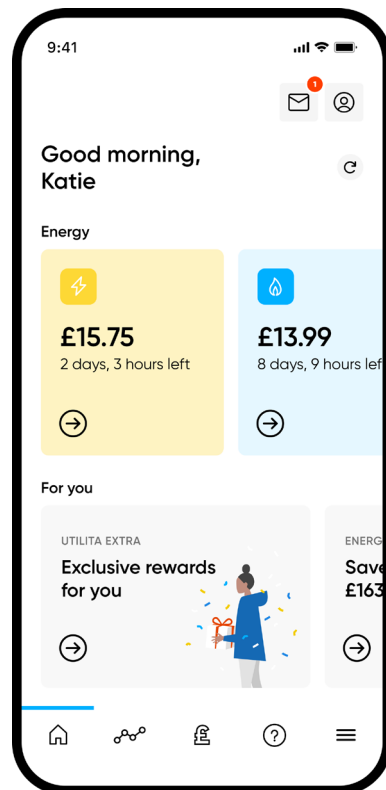
Understand your energy

Get the most from your Smart Display

Your Smart Display communicates with your meters, providing a convenient way to view various information about your gas and electricity accounts in one place, without you having to go to your meters directly.

Using its touchscreen, you can easily navigate your way around from the main menu to view and make the most of its 'smart' features.

- ✓ **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.



How to 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 the menu (☰) button on the **Home** screen
- ✓ Scroll down to **Settings**
- ✓ Scroll down to **WiFi network**
- ✓ Enable WiFi (by default it is disabled)
- ✓ Select **Set up network**

3 ways to connect to your WiFi:

- ✓ **List networks** - Scan for the list of networks that can be joined.
- ✓ **Manual** - manually enter the WiFi name (SSID) and password.
- ✓ **Advanced** - use your smart phone or laptop - and connect to the Smart Display to enter your WiFi's username and password.

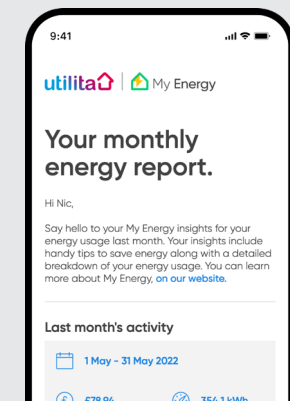
Follow the on-screen instructions to connect to WiFi using one of the methods above.

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



WASTE LESS. SAVE MORE.

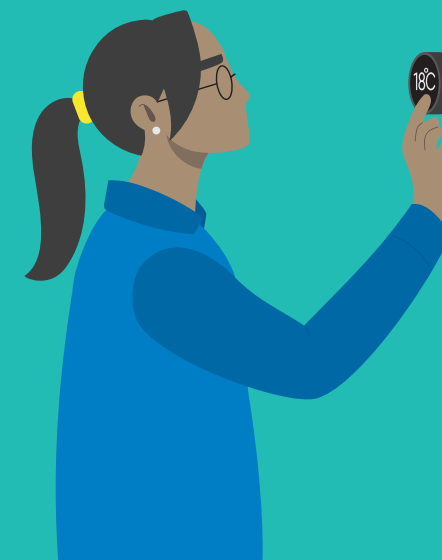
Make 3 easy changes at home and save big on your energy bills – **Save hundreds of pounds every year!**

THE TOP 3 CHANGES:

- ✓ Set your hot water tap temperature to 50°C*
- ✓ Turn the heating down by 1 degree
- ✓ Use the most efficient cooking appliance



www.utilita.co.uk/high5



*Safety alert – This relates to combination boilers only and NOT for boilers using hot water tanks. If in doubt, please visit www.hse.gov.uk/healthservices for more detail.

Priority Services Register

If you need a little extra support, you may be eligible for the Priority Services Register (PSR).

Our promise

The Priority Services Register helps energy companies like us to look after customers who have 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 as agreed with you, about your personal situation with our trusted partners¹ so they can tailor their services to help 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 will update your details. If you don't want to be on the PSR anymore, just ask us and we will do this for you.

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

- ✓ Chronically or seriously ill
- ✓ Of pensionable age
- ✓ Physically impaired
- ✓ Have a Careline/Telecare system
- ✓ Rely on electricity to power medical machines
- ✓ Blind or partially sighted
- ✓ Deaf or hearing impaired
- ✓ Experiencing mental health difficulties
- ✓ Require additional presence in the property
- ✓ Have a poor sense of smell
- ✓ Developmental conditions
- ✓ Unable to communicate in English (including sign language)
- ✓ Have speech difficulties
- ✓ A young adult householder (under 18)
- ✓ In post hospital recovery
- ✓ Experiencing difficult or major life changes
- ✓ Restricted hand movement
- ✓ Families with young children 5 or under
- ✓ Unable to answer door/restricted movement

Impartial advice

If you would like any independent advice then you may want to contact the Citizens Advice Consumer Service. They're the official source of free and independent energy advice and support.

Visit www.citizensadvice.org.uk/energy or call their consumer service on **0808 223 1133**.

Calls are free.

There are a number of other organisations that may also be able to help you if you have priority needs:

Age UK

Call: 0800 169 8787
www.ageuk.org.uk

Simple Energy Advice

Call: 0800 444 202
www.simpleenergyadvice.org.uk

Royal National Institute for the Blind

Call: 0303 123 9999
www.rnib.org.uk

Royal National Institute for the Deaf (Action on Hearing Loss)

Call: 0808 808 0123
Text: 0808 808 9000
www.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 would like to nominate another person, such as your carer or next of kin, to manage your account for you, 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 would like somebody else to manage your account.

Reading your meters

If you inform us that there is nobody over the age of 18 on your premise that is able to read the meter, we will arrange to send a meter reader to do this for you until your smart meters are installed to ensure accurate billing.



Blind and partially sighted

We can arrange for large print and Braille versions of letters and bills to be sent to customers who are partially sighted or blind.

If it is 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.

Rely on electricity?

If you have medical equipment that relies on an electricity supply, it is even more important that you join our Priority Services Register.

If you are on a prepayment meter however, we cannot prevent you from self-disconnecting, as the meters will shut themselves off when the Emergency Credit runs out. We would not usually recommend prepayment meters as the best way of managing your energy bills.

Hearing difficulties

If you have difficulty hearing it may be easier for you if we put all information in writing, either by letter or email.

You 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 will do our best to accommodate you.

Arranging a password

All of our customers are entitled to arrange 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.

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

www.utilita.co.uk/help

Customer care

03303 337 442

8:00am - 8:00pm Mon - Fri

8:00am - 5:00pm Sat

Lost supply

03452 068 999

8:00am - 10:00pm 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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