

Tips and fixes

Landis & Gyr Smart Meter



Electric Smart Meter



Restoring your supply

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

- ✓ Press the **A** button to switch on your display screen.
- ✓ Press the **B** button to enable the supply.
- ✓ Hold the **B** button until the screen says Supply enabled.

When the supply is restored, the cross will disappear on the bottom right-hand corner of your screen.

Checking your balance

- ✓ Press the **A** button to view your meter balance.

Manually enter a top-up

- ✓ Press **A** to access the 'Add credit' screen, then press **B**.
- ✓ Use the **A** and **B** buttons to enter your top-up code (UTRN). **A** will let you select the right digit; **B** will move you to the next digit.
- ✓ Press and hold the **B** button when you're done to submit your code.

Don't forget – if 5 tries have failed, your meter will lock for 1 hour.

Activating Emergency Credit

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

- ✓ Press the **A** button to get to Prepayment. EMCR will flash in the right-hand corner when Emergency Credit is available.
- ✓ Press button **B** to enter the acceptance screen, then press **B** to accept the 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 **A** button until you see Prepayment Mode.
- ✓ Use the **B** button to scroll to Accumulated Debt and Owed.

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

- ✓ Press button **A** to enter the main menu.
- ✓ Hold button **A** to access the credit screen.
- ✓ Press button **A** to scroll through the menu to access the Active Tariff Price screen.

View your meter reading

- ✓ Press the **A** button repeatedly until you see TOTAL ACT IMPORT.
- ✓ The number shown is your meter reading. Ignore the numbers after the decimal point.

Gas Smart Meter



Restoring your supply

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

- ✓ Press **A** to access the 'Add credit' screen, then press **B**.
- ✓ Press the **A** button to confirm your appliances are off.
- ✓ Hold **A** button until display screen changes.
- ✓ Wait for the valve to open (this should take around 30 seconds)
- ✓ The screen will say 'Credit ON' if the supply is back on.

Checking your balance

- ✓ Press the **A** button to light up your display screen to view your meter balance.

Manually enter a top-up

- ✓ Press the **A** button twice and then the **B** button.
- ✓ Press the **A** and **B** buttons to enter your top-up code (UTRN). A will let you scroll through digits and B selects and moves to the next number.
- ✓ Press and hold **B** 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.

- ✓ Press the **A** button to get to Prepayment. EMCR will flash in the right-hand corner when Emergency Credit is available.
- ✓ Press the **B** button to accept the Emergency Credit, then press the **B** button again to confirm.

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 **A** button until you get to Total Debt.

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View your tariff

- ✓ Press the **A** button until you see Billing Cycle, then press button B.

View your meter reading

- ✓ Press the **A** button repeatedly until you see Meter Index.
- ✓ The number shown is your meter reading. Ignore the numbers after the decimal point.