

Meet your new smart meter

www.utilita.co.uk

S2 Credit



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.

Features and benefits

No standing charge

We're one of the only energy suppliers to have no standing charge. This means you won't pay anything if you don't use any energy.

Pay on the go

You can make payments towards your energy bill directly via our award-winning My Utilita app – no more trips to the shop.

Check your balance

Your latest bill can be viewed on the home screen of My Utilita. Select your energy card to get a breakdown of your energy bill and link to your full PDF bill too.

BillPay

If you need to pay off any outstanding balances on your account, you can use your BillPay number to pay on our website, over the phone on our automated payment line or with cash at any PayPoint or Payzone outlet. You can find your BillPay Card Number by the barcode on your bill and in the My Utilita app.

Utilita Extra

Get access to exclusive rewards with Utilita Extra – just download the My Utilita app and start browsing today. Enter weekly prize draws to win vouchers from some amazing brands and get access to tickets to see your favourite artists before anyone else at Utilita Arena's Newcastle, Sheffield, Birmingham and Cardiff.

How to pay a bill

Pay a bill with My Utilita

Download the My Utilita app to pay your bill on the go. Scan the QR code below to download the app today.

Call us

To pay over the phone, call us on **03300 537 657** and follow the instructions. It usually takes 2 working days for your payment to come through and you'll need to use our bank details below. Make sure to include your Customer Reference Number which you can find on your latest bill.

Account number – 97169382

Sort code – 55-81-26

Pay a bill online

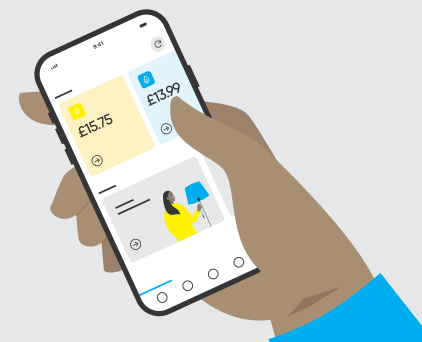
Visit www.utilita.co.uk/payments and follow the simple steps.

Set up a monthly Direct Debit

If you'd prefer to pay monthly, you can set up a Direct Debit by filling out a Direct Debit form on our website at www.utilita.co.uk/contact/direct-debit or by contacting us on **03300 535 669**. We can help to calculate a suitable Direct Debt amount based on your usage to be taken on a date of your choice each month.

Manage your account with the My Utilita app

The best way to stay up to date with your account and pay your bills is with our award-winning My Utilita app. Pay your bills on the go, manage and 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

Smart Display System Status

This screen can be accessed via the [Menu](#).

Use the   buttons to select any of the icons and then w to view more information on the different parts of the smart metering system.

Electricity

Status of the electricity meter.

Gas

Status of the gas meter.

Status

Signal status between the monitor and the smart meters – this is also shown in the top left of the screen.

This monitor (always green)

Signal status between the monitor and the smart meters – this is also shown in the top left of the screen.

WiFi

Signal status to the local WiFi network – this is also shown in the top left of the screen.

Cloud service

Connection status to the cloud service.

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

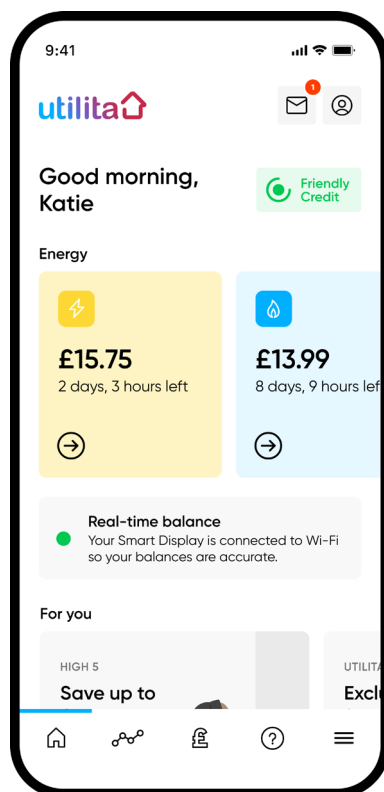
Understand your energy

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.

The lower the hourly rate of consumption, the less it will cost and the more you can save.



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.



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

SCAN ME



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

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.



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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