

## E Gas and Electricity

# Prepayment Smart Meter User Guide

SMETS2 Secure

# Prepayment, the Smart way!

Now you have had your new smart meters installed, you can start to benefit from all the new options available to you.

You will be able to monitor your usage and top-up from home or on the go with our mobile app, **MySmartE**.

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# Your electricity meter

Your new electricity meter will have a 1-9 number keypad and an **A** and **B** button.

If for any reason you need to use the meter itself, you can use these buttons to navigate through the screens.



To view your meter balance

Press number 4 twice.

To view the amount to clear

Press number 5 twice.

# Your gas meter

Your new gas meter will have a 1-9 number keypad and an **A** and **B** button.

If for any reason you need to use the meter itself, you can use these buttons to navigate through the screens.



To view your meter balance

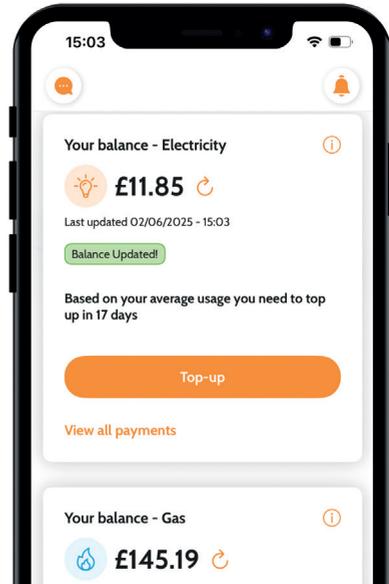
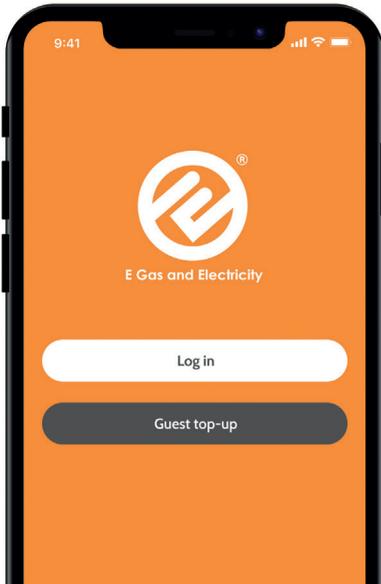
Press number 4 twice.

To view the amount to clear

Press number 5 twice.

# Download your app

The MySmartE app is available to download from the App Store or Google Play.



The MySmartE app is fully integrated with your smart meters meaning you can do a lot more than just top-up.

You can view your meter balances, set budgets and check your usage over daily, monthly or yearly periods, all from your mobile phone or tablet.

# App features

You can monitor your energy usage in either kWh or £ through the Usage tab.

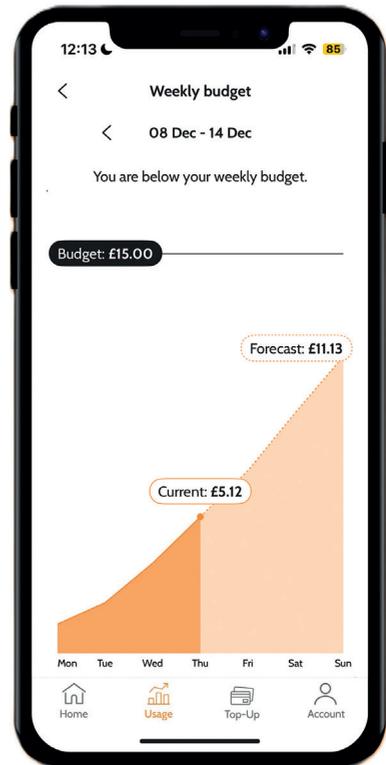
To ensure you have the most up to date data available, go to Account – Consent and ensure the Agree to use of Half Hourly Data option is enabled.

You can create budgets to help you keep track of how much you are spending. To create a budget, scroll to the bottom of the Home Screen and select Set New Budget.

## Usage



## Weekly Budget



# Your in-home display (IHD)

Your in-home display will receive information from your smart meters and display the data all in one place.

You can use your in-home display to set daily budgets, activate your emergency credit, check your balance and track your energy usage.



## Powering up the device

Plug in the power adapter and the device. Press and hold the power button on the back of the device until it switches on.

It is always best to leave the in-home display where the engineer positioned it. The engineer will have chosen a location with the best connectivity within 5 metres of the electricity meter.

The in-home display has a short battery life and is intended to be plugged in continuously. **It costs less than 20p per year to leave your in-home display plugged in.**

1

This shows you the **signal strength** from your smart meters to your in-home display.

If your signal is low, your in-home display may not show you the most up to date data.

2

This shows you information about your **electricity meter**.

3

This shows you information about your **gas meter**.

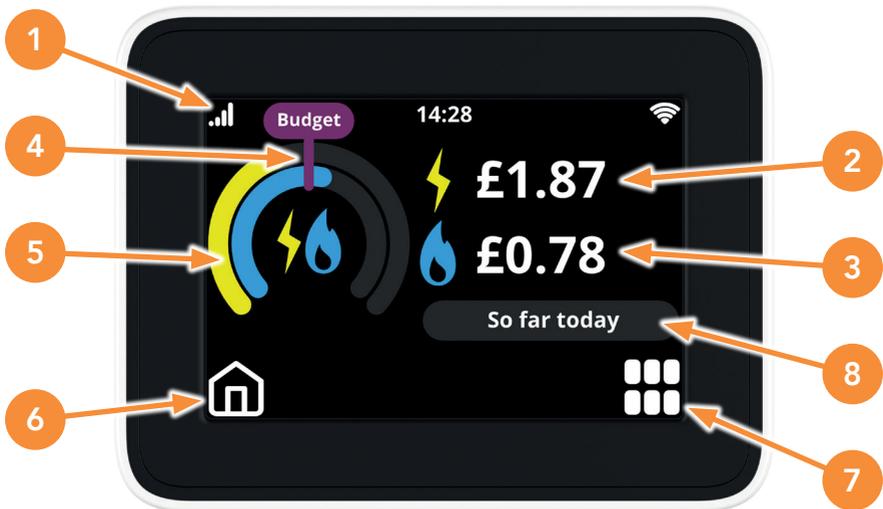
4

This is your **budget** line, this is only available on the 'so far today', 'so far this week' and 'so far this month' screens.

- 5 This is your **usage** line, this is only available on the 'so far today', 'so far this week' and 'so far this month' screens.
- 6 This is the **home button**, by pressing this it will take you back to your home screen.
- 7 This is the **menu button**, by pressing this it will take you to the menu.
- 8 You can press the grey tab which says 'so far today' to change your view of the information.

You will be able to see:

- Usage now      → So far today      → So far this month
- Meter balance      → So far this week



## Setting your default screen



- Click on the **Menu** button in the bottom right corner
- Use the arrow to scroll through the menu, click on **Settings**
- Click on the **Home screen** icon to see the sample home screen options
- Use the **arrows** until you see the screen with **Meter balance**
- Click on **Set**
- Now when you click on the **Home** icon, you should see your meter balances

## What happens if my in-home display loses signal?

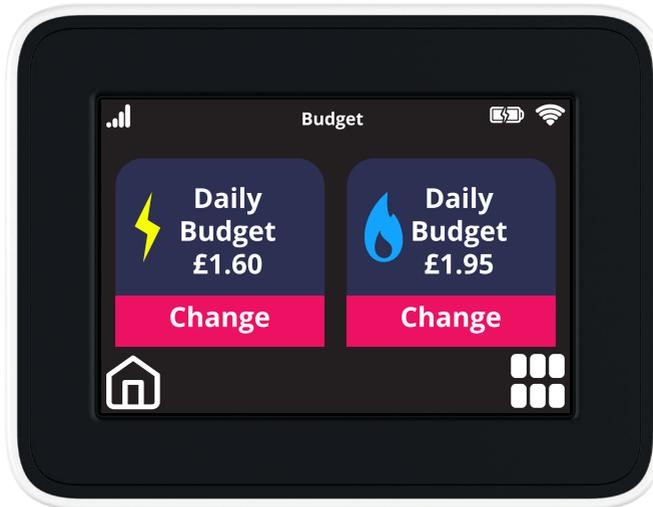
When an in-home display loses signal you will either see dashes where the information should be, or the in-home display will continuously reboot itself.

Normally the in-home display will regain signal on its own within a few days, however there are a few things you can try:

- Place the in-home display near the electricity meter
- Turn the in-home display off, wait 30 seconds and then switch it back on.

If after a few days the problem persists, please contact us.

# Setting a budget



Setting a budget will help you track the cost of your energy usage.

- To set a budget click on the **Menu** button in the bottom right corner
- From the menu, select **Budget**
- You will then see the pre-set budget, click on **Change**

## Change the timescale

Press the grey button which shows as **Daily** to increase the timescale.

## Change the budget amount

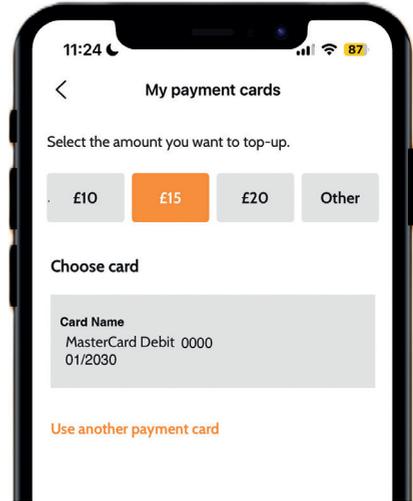
Press the plus or minus buttons to increase or decrease the budget.

# Topping-up

## MySmartE

The easiest way to top-up is by using your **MySmartE** app.

Click on the top-up button under the fuel you want to top-up, select the amount. Choose which saved payment card you would like to use or select use another payment card.



## On our website

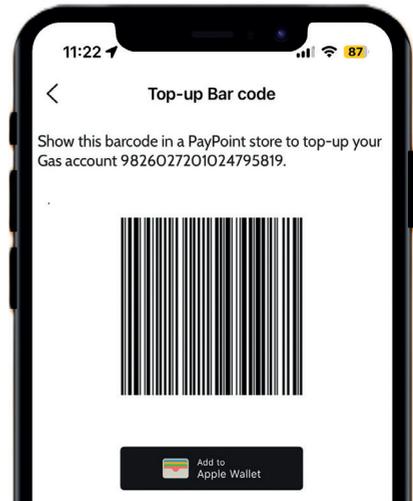
Please visit [www.e.org/top-up](http://www.e.org/top-up).

## In store

You can top-up in store by using a barcode or your top-up card numbers. The barcode can be saved to your smart phone Wallet.

If you have downloaded the MySmartE app, scroll to the bottom of the home page and click on **Pay in store** and select the fuel you wish to top-up. You will then see a barcode which you can present to the cashier to scan.

Alternatively, if you have recently had a smart meter installation, you should have received an email with your top-up card numbers.



## If your top-up didn't work

When you make a top-up, the top-up is sent to your smart meter automatically.

You should see your electricity balance update within 30 minutes and your gas meter balance within 60 minutes of the transaction.

If your meter balances have not updated after the specified time frames or you want the balance to update immediately, you can add the top-up to the meter manually.

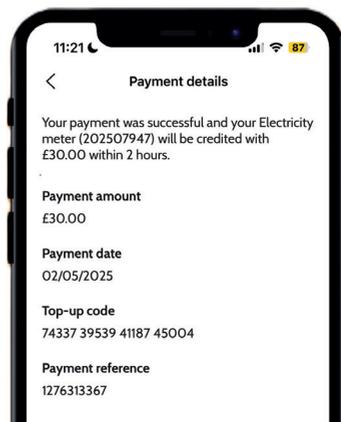
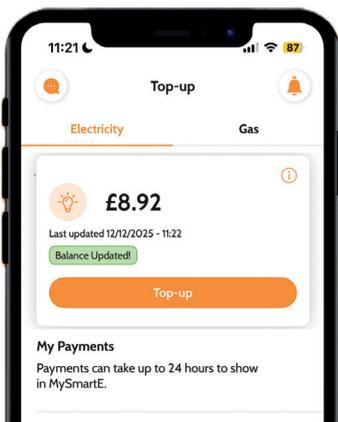
## Checking for your payment confirmation

If you make a successful payment, you should receive a payment confirmation either via email or text or on a receipt if via the shop.

The receipt will contain a 20 digit Unique Transaction Reference Number (UTRN) for your top-up.

If you do not receive a payment confirmation, your attempt to top-up has not been successful.

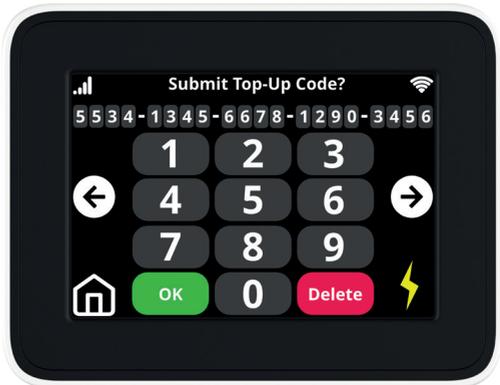
To view your payments made through the app, click on Top-up at the bottom of the screen, scroll between Electricity or Gas and click on top-up. It will then provide you with more information regarding your top-up including your top-up codes.



## Adding your top-up via the IHD

- Press on the **Menu** button in the bottom right corner
- Press **Top-up**
- Select the **fuel type** by pressing on the electricity bolt or gas flame
- Press **OK**
- Enter the top-up code from your receipt using the keypad on the screen
- Once entered, press **OK**
- The screen will then show you the message **Top-up sent. Awaiting confirmation. You will receive a message when the top-up is successful**

You can view your messages to see if the top-up was accepted or rejected on the meter.



# Adding your top-up to your gas or electricity meter

If you have made a top-up, you can add this directly to your electricity or gas meter.

- Press the A button
- Press number 1
- The screen should then show Enter Token
- Using the keypad, type in the 20-digit UTRN (Unique Transaction Reference Number).
- If you make a mistake, use the A button to go back a digit.
- Once you have entered the code, press the B button to submit.
- You should then see a response message of 'Accepted' or 'Rejected'.
- If the top-up is Accepted, it will then show you the amount credited to the meter.

## Rejected?

If after entering the top-up code, you receive a message advising the top-up was Rejected, you will then receive a further reason.

**Incomplete** – You have not entered all 20 digits of the UTRN

**Invalid** – The UTRN entered is not valid for the meter

**Duplicate** – The UTRN has already been credited to the meter

# Viewing your last 5 top-ups on your in-home display

- Click on the **Menu** icon in the bottom right corner
- Select **Previous top-ups**
- Use the arrows to scroll through your last 5 electricity and gas top-ups



# Debt

## Checking for outstanding debt on your meters.

### On your in-home display

- Click on the **Menu** button and select **Debts**
- Use the **arrows** to scroll through the debt registers

If you do have any outstanding debt on your meters, you should see this in the **Debt** screen.

To check the recovery rate:

- Use the **right arrow** until you see **Debt 1** and the amount
- Use the **right arrow** again and it will show the Debt 1 recovery per day

### On your meters

Your electricity and gas meters will provide you with a 'debt to clear' amount. This will be the total of the friendly credit and emergency credit you have used.

To view the debt to clear

- Press number 5 twice

You can also view any outstanding debt which has been applied to your meter.

- Press number 5 three times
- If there is no outstanding debt on the meter, the screen should state Debt Configured 'No'
- If there is outstanding debt on your meter, the screen should show 'Due Time Debt 1' and an amount will display
- To see the recovery frequency and amount, press number 5 again

# Supporting our customers

Now you have smart meters, you can benefit from:

- Increased emergency credit limits
- Earlier emergency credit activation
- Extended friendly credit hours
- Low credit notifications

## Emergency credit limit

When your meter balance is running low and you are unable to top-up, you can activate your emergency credit.

You will have up to £15.00 credit to tide you over until you can top-up again.

Worried you will go off supply? You can now activate your emergency credit once your balance is below £2.00



## Friendly credit hours

We have also extended the friendly credit hours.

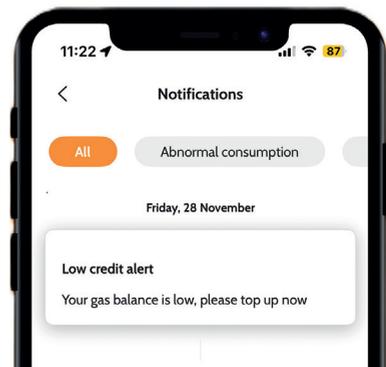
We will ensure your supply is not disconnected during the following hours as long as you were on supply when the friendly credit began:

<b>Monday – Friday</b>	<b>3pm – 10am</b>
<b>Saturday – Sunday</b>	<b>All day</b>
<b>UK Bank Holiday</b>	<b>All day</b>

## Low credit notifications

Your in-home display and meters will notify you when your meter balance is getting low.

To enable low credit notifications on the MySmartE app, go to Account, then Notifications and for Low Credit ensure the button is enabled.



# How to activate your emergency credit

## On your IHD

When your meter balance is below £2.00, you will see the **Emergency credit available** icon on your in-home display.

- To activate your emergency credit from your IHD, press the **Menu** button in the bottom right corner
- Press on the **'E-credit'** icon.
- Select the fuel you want to activate the emergency credit on
- Press **OK**



## On your meters

When your electricity or gas meter has less than £2.00 credit remaining, you will be able to activate the emergency credit.

To activate the emergency credit:

- Press number 7 on your meter
- You will then see the E-Credit Status

**Not Now** – Your balance is above £2.00 credit

**In Use** – You have already activated your emergency credit

**Used Up** – You have used all the emergency credit available

If the emergency credit is available, the status should be EC OFFER.

To activate the emergency credit

- Press the A button
- To ignore the emergency credit offer, press the B button

# How to reconnect your supply

If your supply was disconnected and you have either topped-up or activated your emergency credit, you will need to reconnect your supply.

This is a precaution built into smart meters to reinstate your supply safely.

## On your IHD (electricity meter only)

You can reconnect your electricity supply from your in-home display.

- Press the **Menu** button in the bottom right corner
- Press on the **Activate** icon and then press **Yes**
- You will then need to press **Continue** and then **OK**



## On your meters

If your meter is ready to be reconnected, you should see the status in the bottom right corner of the screen as SUPPLY – READY.

- You should then see a screen saying 'Ready to Connect – Press A'
- Press the A button
- On your gas meter you should then see the screen with Valve Status 'Opening'
- Your meter should then reconnect and the screen should display 'Supply – ON'

## Unable to reconnect your meter?

If your meters or in-home display do not show the screens mentioned, it may be because you have not activated your emergency credit or topped-up enough to restore your supply.

Please check the emergency credit screen (press number 7) to see if this is available to you, or check the debt to clear screen (press number 5 twice) to see the amount you need to top-up.

Please also ensure you have switched off all your gas appliances before attempting to reconnect the gas supply.

# Energy Saving Advice

## Simple ways to save energy and reduce your bills



Use energy saving light bulbs around your home, these can be purchased from any supermarket or DIY store.



Use Eco and Energy Saving programs on dishwashers, washing machines and dryers.



Install a flow reducer to reduce your water consumption during showers, so there's less water to heat.



Keep your fridge temperature between 0 and 5 degrees.



Unplug all the appliances that you aren't using regularly – even chargers continue to use electricity when they aren't charging.



Turning your thermostat down by 1 degree can save you as much as £60 per year.



Make your tumble dryer more efficient by cleaning the filter regularly and using a high spin in your washing machine before drying.



Use a timer to make sure your heating is only on when you need it.



90% of your washing machine's energy is used heating the water. Wash your clothes at 30 degrees.



Draught proof your external doors.

For further energy efficiency advice, including information about financial assistance towards the cost of measure available from the government, visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

## Moving home?

If you're moving home, please let us know on the day of your move.

**Please ensure you leave the in-home display at the property for the new occupier as this will only work with the smart meters at this property.**

**Please Contact Us At**  
**Email: [tenancy@e.org](mailto:tenancy@e.org)**  
**Call: 0333 103 9575**

## Switch your new property to E

If you would like us to, we can supply the energy to your new property. Please contact us on 0333 103 9575 and we will arrange this for you.



## Contact Us

Hopefully the user guide has answered all of your questions however, if you need any further information, please contact our Customer Service Team.

**Website:** [www.e.org](http://www.e.org)

**Customer Helpline:** 0333 103 9575

**Email Us:** [customer.service@e.org](mailto:customer.service@e.org)

**Write to us at:** E, T3, Trinity Park, Birmingham, B37 7ES

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