

Your prepayment smart meter

Everything you need to know

2nd generation meters





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What are smart meters?

Smart meters are the latest technology in energy metering, and can help you take control of your energy use.

In prepayment ('pay as you go') mode, they offer some great features:

✓ **Set budgets and spending alerts**

See where you can cut costs.

✓ **See your remaining credit**

So you know when to top up.

✓ **See your energy use in near real-time**

Take control of how much you're using.

✓ **Easier top-ups**

Top up anywhere, anytime online – download the UW app to access our secure PayPoint secure payment portal or visit uwpayments.paypoint.com

Or you can visit any PayPoint retailer.

We've sent you a top-up card for every energy service you take from us

Please make a note of the 20-digit top-up card numbers printed on the cards, in case there's a problem with your card.

Not received your cards yet?

You should have received an email with your top-up numbers. If you haven't got your cards within a few days, get in touch with us online at [uw.link/contact-us](#) or call **0333 777 0777**.

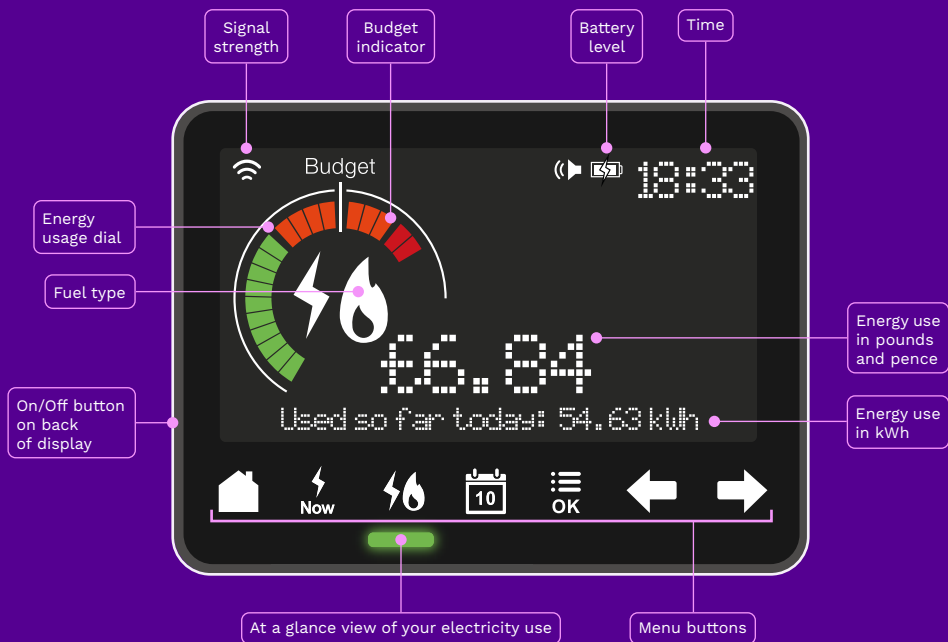
If you've got any credit or an outstanding balance on your old meters

This will transfer automatically to your new smart prepayment meters – we'll do this as soon as possible.

Your smart meter display

Your smart meters communicate with your smart meter display to tell you everything you need to know.

This can help you take control of your energy use.

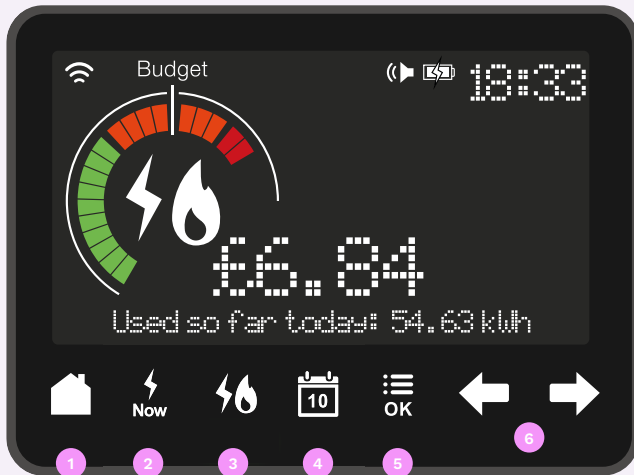


Your smart meter display screen will power down after 60 seconds of not using it. To wake it up, just give the screen a tap.

It's powered by an internal, rechargeable battery. We recommend you plug your smart meter display into an electricity socket in a place where you spend a lot of time so you can easily keep an eye on your energy use – it costs under 5p a month to run.

How to use the controls

Use your smart meter display's touch screen to access the six functions below.

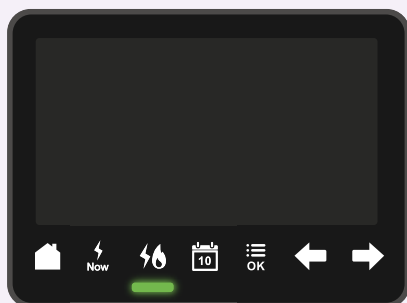


- 1 Home – This shows today's energy use so far.
- 2 Now – See the electricity you're using right now (per hour).
- 3 Fuel – Select the **'lightning bolt/flame'** to see your energy used by fuel type or the combined total.
- 4 Calendar – See your energy used so far by day, week, month or year.
- 5 OK – Press **'OK'** to access settings like Top-ups, Settings or Meter Information. Pressing **'OK'** also selects an option.
- 6 Arrows – Use the left and right arrows to scroll through the options. Press **'OK'** to select an option.

See how much energy you're using

Your usage at a glance – green, amber, red

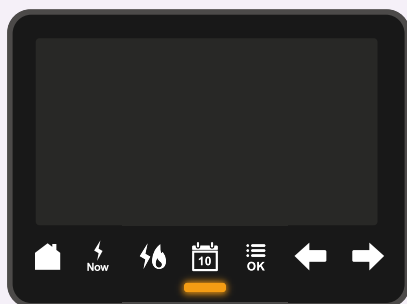
An LED light display on the bottom of the front screen gives you an **'at a glance'** view of your current energy use, so you can see when it's time to start using less.



Green

Your energy usage is low.

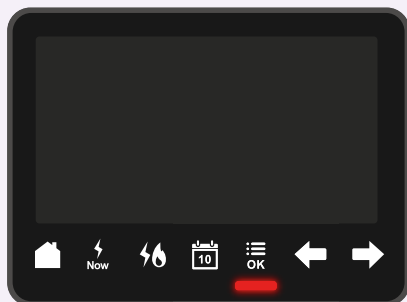
There's nothing you need to change right now.



Amber

Your energy usage is medium.

You may want to think about how extra energy is being used in your home so you can take action to lower your usage.



Red

Your energy usage is high.

Try switching off appliances you aren't using from the mains to save energy and money.

Your usage by day, week and month

To see your energy usage, in pounds and pence or kWh



- 1 Tap **'Home'**.
- 2 Tap the **'lightning bolt/flame'** button to select electricity, gas or both. You can switch your fuel type by pressing this button at any stage.
- 3 The fuel symbol will appear on-screen, along with the current day's usage.
- 4 To see the previous day's usage within the current week, press the **'left arrow'** button.
- 5 To see past energy use, tap the **'Calendar'**
 - Week - For the current week's usage, tap **'Calendar'** once.
 - Month - For the current month's usage, tap **'Calendar'** twice.
 - Year - For the current year's usage, tap **'Calendar'** three times
- 6 To see information from a past week or month, scroll left using the **'arrow'** buttons.

Check your balances and top up

View your credit balance

It can take 45 minutes for your top-up to show on your smart meter display. To view your remaining electricity and gas credit balance:

- 1 Tap the **'Home'** button to see your fuel balance.
- 2 To see your balance, tap the **'lightning bolt/flame'** button:
 - For electricity, tap once.
 - For gas, tap twice.

Topping up online

If you've had a new smart meter recently installed, this option will only be available to you in 1–2 weeks' time.

You can top up online by visiting our secure payment portal at uwpayments.paypoint.com or through the UW app. We suggest you register an account for quicker and smoother payments. You'll need your bank card details and top-up number.

Top-ups can be between £5–£49 and are applied automatically. It can take 45 minutes for your balance to update, but it's normally quicker.

Topping up in-store

- Take your top-up card (or just your top-up number) to your local PayPoint outlet. You can find your nearest one a paypoint.com
- Buy the amount of credit you'd like.
- The cashier will top up your card and give you a receipt. We suggest you keep hold of it until the credit is showing on your smart meter display.

Applying a top-up at home

In rare cases, you may need to apply your top-up manually at the meter or via your smart meter display. You'll need the receipt from your energy purchase, which includes the unique 20-digit top-up number (also called a UTRN or unique transaction reference number).

On your in-home smart meter display

- 1 Tap **'Home'**. Then tap the **'Lightning bolt/flame'** button to choose electricity or gas. Tap **'OK'**.
- 2 Press the right arrow until you see **'Apply Top up'**. Tap **'OK'**.
- 3 Enter your top-up number using the arrow buttons to scroll through digits 0-9. Tap **'OK'** to add a digit.
- 4 After you have entered the last digit of the top up number the screen will display **'Top up sent'**, then the amount of the top up and **'Top up successful'**.
- 5 If your top-up number is invalid, the screen will display **'Top up failed'**. If you're sure you've entered everything correctly, call us on **0333 777 0777**.

On your electricity meter

- 1 Press the right-hand button (named **'OK'** on EDM1 meters and **'B'** on Aclara meters) to scroll through the screens until you see **'Prepay'**. Then hold the button to enter the prepay menu.
- 2 Press the right-hand button and scroll through until you see **'Top up'**. Hold it and it will take you to **'Enter UTRN'**. Press the right-hand button again to accept.
- 3 Enter your 20-digit top-up number. The left and right buttons scroll through numbers. To select a number, press and hold the right-hand button.
- 4 When you've entered all the numbers, press and hold the right-hand button.
- 5 The meter will say **'Applying top up'**, and then **'Top up successful'**. If it doesn't say that, try the process again.

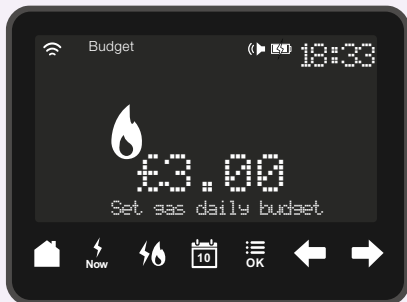
On your gas meter

- 1 To wake the meter up, press both buttons together.
- 2 Press the right-hand button to scroll through the screens until you see **'Prepay'**. Then hold the button to enter the prepay menu.
- 3 Scroll through until you see **'Top up'**.
- 4 Press the right-hand button. You should see **'Enter UTRN code'**. Then press and hold the right-hand button to select it.
- 5 Enter your 20-digit top-up number. The left and right buttons scroll through numbers. To select a number, press and hold the right-hand button.
- 6 When you've entered all the numbers, press and hold the right-hand button. The meter will then go to sleep.
- 7 Press and hold both buttons to wake the meter up. It should say **'Applying top up'**, and then **'Top up successful'**. If it doesn't say that, try the process again.

Manage your credit balance

Set a budget alert – daily, weekly or monthly

Choose a budget you're comfortable with, and set a warning in case you exceed it.



- 1 Tap the **'lightning bolt/flame'** button:
 - For electricity, tap until you see the lightning symbol on screen.
 - For gas, tap until you see the flame symbol on screen.
- 2 Tap **'OK'**.
- 3 Tap the right arrow until you reach a screen that says **'Settings'**. Tap **'OK'**
- 4 You will see **'Set budget'** displayed on screen, tap **'OK'** to select.
- 5 You will see **'Set daily budget'** on screen.
 - Daily - To set a daily budget, click **'OK'**
 - Weekly - To set a weekly budget, tap **'Calendar'** once, then click **'OK'**.
 - Monthly - To set a monthly budget, tap **'Calendar'** twice, then click **'OK'**.
- 6 Press the left and right arrows to decrease or increase your budget.
- 7 Press **'OK'** to confirm your new budget.
- 8 A written alert will show on screen if you exceed your chosen budget.

Set a low credit alert

Choose to see a notification when your credit is running low.



- 1 Tap '**Home**'. Then tap '**OK**'.
- 2 Tap right until you reach the Settings screen. Tap '**OK**'.
- 3 Tap right to '**Low credit alert**'. Tap '**OK**'.
- 4 Tap left and right to turn the Low credit alert on or off. Tap '**OK**'
- 5 An alert will show on screen if your credit is low.

See your top up history

Follow these steps to check your last five top-ups.

- 1 Tap '**Home**'. Then tap '**OK**'.
- 2 Press the right arrow until you reach '**Previous Top-ups**'. Tap '**OK**'.
- 3 Use the '**left and right**' arrows to scroll through your last five top-ups.

See your tariff or standing charge

- 1 Tap '**Home**'. Then tap '**OK**'.
- 2 To see your prepayment tariff unit rate (pence per kWh), when you see '**Account information**' on screen, press '**OK**'. Your electricity prepayment tariff will show on screen. To see your gas prepayment tariff, tap the '**lightning bolt/flame**'.
- 3 To see your standing charge, tap the right arrow. Your electricity daily standing charge will show on screen. To see your gas daily standing charge, tap the '**lightning bolt/flame**' button.

What happens if I run out of credit?

Emergency credit

If your credit is running low, you'll see a low credit alert light up on your smart meter display – and you'll be able to add **£10 Emergency Credit** to your meter.

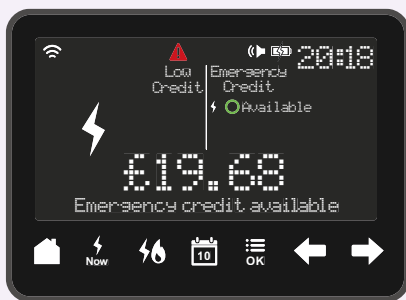
Friendly credit

We understand it can be difficult to get a top-up sometimes, especially at night. So, if you run out of Emergency Credit, our Friendly Credit option kicks in between **4pm and 10am** the next working day.

If you don't top up your meters or apply Emergency or Friendly Credit, your supply will go off when your normal credit runs out. **Don't forget, you need to repay both Emergency and Friendly Credit the next time you top up.**

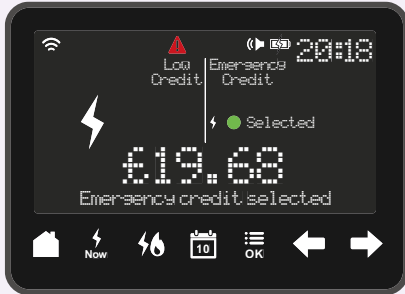
If you go away, make sure you leave enough credit on your meter to cover the energy your fridge, freezer and other appliances will use, as well any standing charges, which are taken daily even if you use no energy.

Checking how much emergency credit is available



- 1 Tap '**Home**'.
- 2 Tap the '**lightning bolt/flame**' button:
 - For electricity credit, tap until you see the lightning symbol on screen.
 - For gas credit, tap until you see the flame symbol on screen.
- 3 Tap the '**left arrow**' to see your Emergency Credit balance.

How to access emergency credit



- 1 Tap the '**lightning bolt/flame**' button:
 - For electricity credit, until you see the lightning symbol on screen.
 - For gas credit, until you see the flame symbol on screen.
- 2 Tap '**OK**'.
- 3 Tap '**OK**' again to select '**Emergency Credit**' then use the '**left and right**' arrows to choose '**Yes**' or '**Not yet**'.
- 4 Tap '**OK**' to save your choice.

Turning your supply back on if it's been shut off

If you use all your available credit, your supply may be switched off. Once you've topped up again, follow these steps to turn your supply back on using your smart display.

- 1 Tap the '**Home**' button.
- 2 Tap the '**Lightning bolt/flame**' button to select electricity, gas or both.
- 3 Tap '**OK**'. This will take you to the '**activate supply**' screen. Press '**OK**' again.
- 4 You will see '**Enable electricity/gas supply (yes/ no)**'.
- 5 Choose '**Yes**' or '**No**' using the arrows, and tap '**OK**'.

Repaying an outstanding balance



If you're repaying an outstanding balance, your smart meter collects part of the weekly rate we agreed each day. This reduces your available credit, and will continue, even if your meters are disconnected.

If you miss any repayments, you'll need to top up with enough credit to cover your missed repayments and the energy you need.

See your outstanding debt and recovery rate

- 1 Tap the **'lightning bolt/flame'** button:
 - For electricity, tap until you see the lightning symbol on screen.
 - For gas, tap until you see the flame symbol on screen.
 - Tap **'OK'**
- 2 Tap the right arrow until you see **'Debts'** then tap **'OK'**.
- 3 Continue to tap the **'right arrow'** to see:
 - Any Emergency or Friendly Credit you need to repay (**'Debt to clear'**)
 - Your outstanding debt amount (Debt 1, 2 or 3)
 - Your debt recovery rate per hour/day
 - A screen showing the percentage of your top-up that goes towards paying off your outstanding debt

Having problems paying back what you owe?

If you're having problems paying back your outstanding balance, or if you'd like to clear your debt quicker, call us on **0333 777 3215** and we'll talk you through your options.

Independent advice on your debt

You can also find how to seek free, independent, impartial and practical advice with the following organisations:

Citizens Advice (England or Wales)

visit citizensadvice.org.uk/energy

call **0808 223 1133** (free)

Advice Direct Scotland

visit energyadvice.scot

call **0808 196 8660** (free)

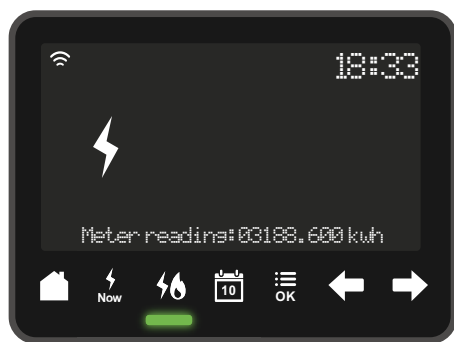


Choose ‘always on’ or ‘night’ modes

Your smart display can stay on all the time, or go into night mode where the display screen switches off after one minute. To choose your preferred option:

- 1 Tap **‘Home’** Then **‘OK’**.
- 2 Tap right until you see **‘Settings’**. Press **‘OK’**.
- 3 Tap right until you see **‘Night mode (Off/On)’**. Tap **‘OK’**.
- 4 Use the arrows to make your mode choice then tap **‘OK’**.

How to take a meter reading



- 1 Tap **‘Home’** and then **‘OK’**.
- 2 Tap the right arrow three times to get to **‘Meter information’** and tap **‘OK’**.
- 3 Your electricity meter reading will be displayed in kWh.
- 4 To see your gas meter reading, tap the **‘lightning bolt/flame’**.

There’s been a power cut, and now my smart display isn’t updating.

If your smart meter display doesn’t automatically reconnect to your meters after a power cut, you try moving it closer to the electricity meter.

Or turn it off, then on again and leave it for an hour.

If neither of these steps work, please call us on **0333 777 0777**.

Answers to frequently asked questions

About our Priority Services Register

What if I need extra support?

If you may need extra support – for example you're elderly, disabled, or have special medical needs – you can join our Priority Services Register for access to additional services, such as password schemes.

Call **0333 777 0777** or visit [uw.link/extra-help](https://www.uw.link/extra-help) to find out more.

If you need extra help before an appointment with us, please let us know. For example, you might ask for us to give you extra time to get to the door.

About your smart meter

I've lost my smart top-up cards – how can I get new ones?

Call us on **0333 777 0777** and we'll send you replacements. In the meantime, you can use your smart card top-up number to top up your meter. If you can't find your card numbers, just give us a call and we'll let you know what they are.

Please note that there may be a £5 fee to replace a lost top up card.

My top-up isn't showing automatically – what can I do?

Type the 20-digit code on your top-up receipt into your smart meter display or directly into your meter using the keypad – the credit will be applied immediately.

For more help, visit [uw.link/smart-help](https://www.uw.link/smart-help)



Simple ways to use less energy

Try these energy-saving tips to save more money each year.



Don't leave things on standby

Switch appliances off when you're not using them. Appliances like your TV, stereo and computer continue to use electricity when they're in standby mode. Turning them completely off when they're not being used could save you as much as £65 a year.



Be smart in the kitchen

Only fill your kettle with the amount of water you need – you don't need a full one for just one cuppa. This will save you around £13 in energy bills a year. Similarly, when cooking, use the correct size of pans to save energy.



Shorten your shower time by one minute a day

Reduce your shower time by one minute, and add a water efficient showerhead. This could save you £8 a year off your energy bill for every person in your household.



Turn your lights off when you're not using them

By switching off lights when you're not using them, you can save around £25 a year on your energy bills.



Turn down your thermostat by 1°C

Heating controls help you stay on top of how much energy you're using. By turning down your room thermostat by just one degree, you could save £145 a year.

Source: Energy Saving Trust. For the latest information visit energysavingtrust.org.uk

More ways to use less energy



Visit our page about energy efficiency for more energy-saving ideas: [uw.link/energy-tips](https://www.uw.link/energy-tips) or call 0333 003 5647

Get free, impartial advice about energy efficiency

Energy Saving Trust

England and Wales

Website: energysavingtrust.org.uk

Email: energy-advice@est.org.uk

Scotland

Website: homeenergyscotland.org

Phone: 0808 808 2282

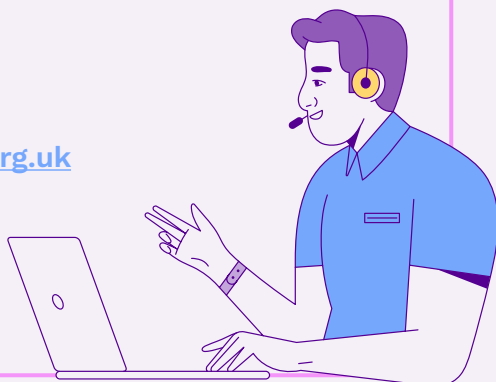
Smart Energy GB

Website: smartenergygb.org

Simple Energy Advice

Website: simpleenergyadvice.org.uk

Phone: 0800 444 202



Need more help?

You'll find answers to most of your questions here: [uw.link/smart-help](https://www.utilitywarehouse.co.uk/link/smart-help) or you can contact us at [uw.link/contact-us](https://www.utilitywarehouse.co.uk/link/contact-us)

For tips on how to use less energy visit [uw.link/energy-tips](https://www.utilitywarehouse.co.uk/link/energy-tips)

Having problems paying for your energy?

If you're having problems affording your top ups, paying back an outstanding balance, or if you'd like to clear your debt quicker, call us on **0333 777 3215**.

Extra support for vulnerable customers

If you may need extra support – for example you're elderly, disabled, or have special medical needs – you can join our Priority Services Register for access to additional services. Call **0333 777 0777** or visit [uw.link/extra-help](https://www.utilitywarehouse.co.uk/link/extra-help) to find out more.

Moving home?

Please leave this guide and your in-home smart meter display behind for the next occupier.

Utility Warehouse follows the guidelines set out by the Smart Metering Installation Code of Practice. Find out more at [uw.link/smart-installation](https://www.utilitywarehouse.co.uk/link/smart-installation)

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UWSMPG1022

 **Utility
Warehouse**