Need help?

Visit our online Help Centre
www.utilita.co.uk/help

Call our Customer Care Team
03303 337 442

Opening Hours
8:00am - 8:00pm Mon - Fri
8:00am - 5:00pm Sat & Sun

Emergency Line
If you have lost supply please call 03452 068 999

Opening Hours
8:00am - 10:00pm everyday

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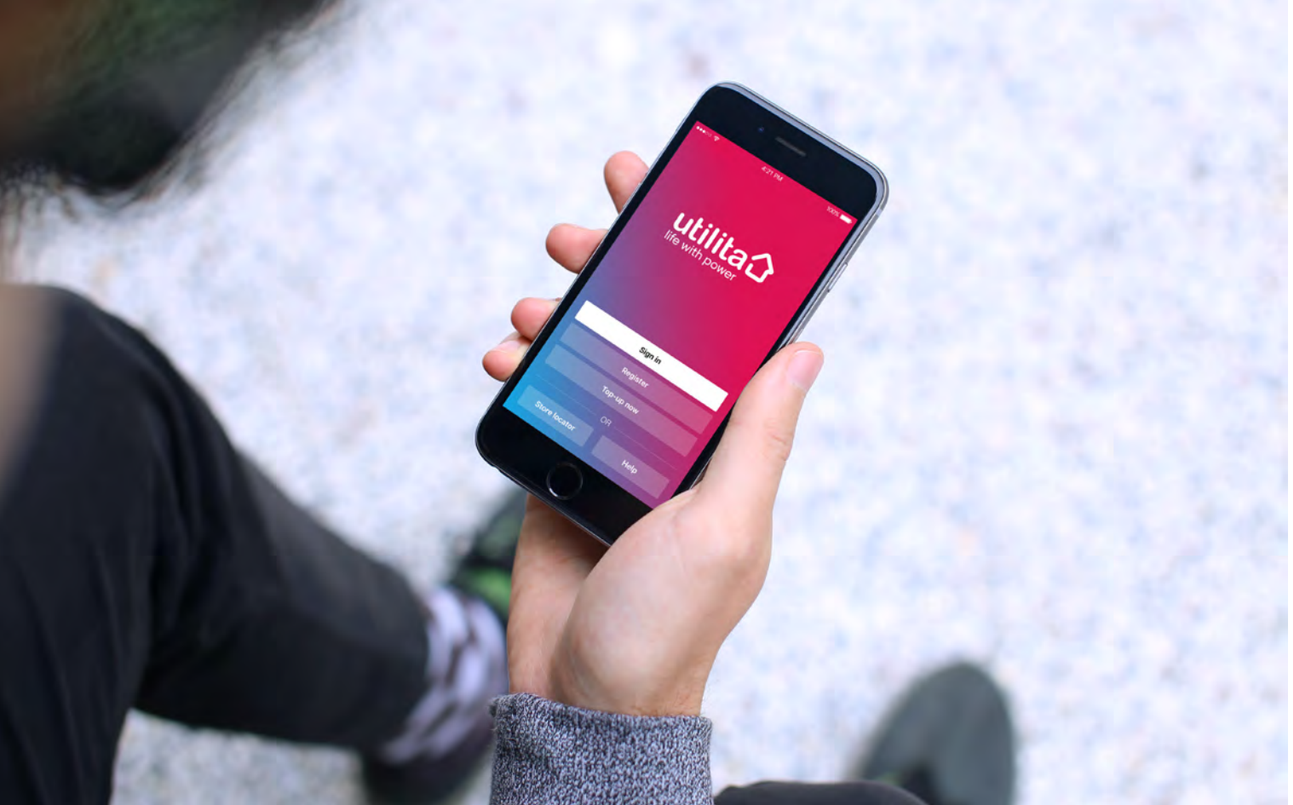
Registered in England & Wales Company Number: 04849181
Utilita Energy Limited, Secure House, Moorside Road, Winchester, SO23 7RX

User Guide

Economy 7 – Pay As You Go

utilita
life with power



Welcome to
Smart Pay As You Go

When you can see what you're spending, you're in control. With our free smart meters and In-Home Display, you'll see exactly how much you're spending on your gas and electricity, and when.

Topping-up your gas and electricity couldn't be easier, with quick and convenient payment options online, on our app, via SMS, or at any PayPoint outlet with cash or card. You can top-up however and whenever you want – it's your choice.

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Smart Meter system

In-Home Display
The In-Home Display communicates with your electricity meter to tell you exactly what's going on. It will usually be placed somewhere in your home with strong signal by your installer.

Electricity Meter
Your Economy 7 electricity meter records how much energy you are using on a two-rate tariff. It can be found in a number of locations including a cupboard or hallway (or outside!). It is a good idea to familiarise yourself with the location of your meter in case you need to access the keypad during a loss of supply.

In-Home Display

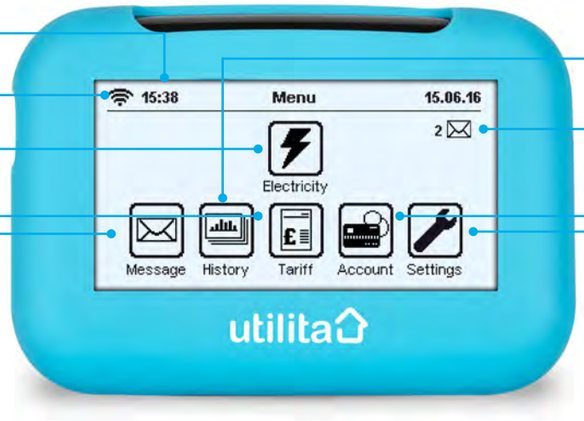
Time

Signal

Electricity
View your balance & days left

Tariff
View your tariff & rates for electricity

Message Inbox
All read and unread messages that we send to you are stored here



Message Notification

Account
Enter manual top-up, view previous top-ups & activate Emergency Credit

Settings
Make simple changes to the In-Home Display settings and includes budgeting features

History
Display a range of graphs showing you how much electricity you are using and when, over the last hour, day, week or month

Tip
In the event of loss of power, the In-Home Display can take two AAA batteries. It is advised you do not leave batteries in the In-Home Display all the time as they will slowly drain, instead keep them to hand should you experience loss of power.

Your smart meters

Your Usage

Days left

This is approximately how many days your supply will last based on your current rate of usage.

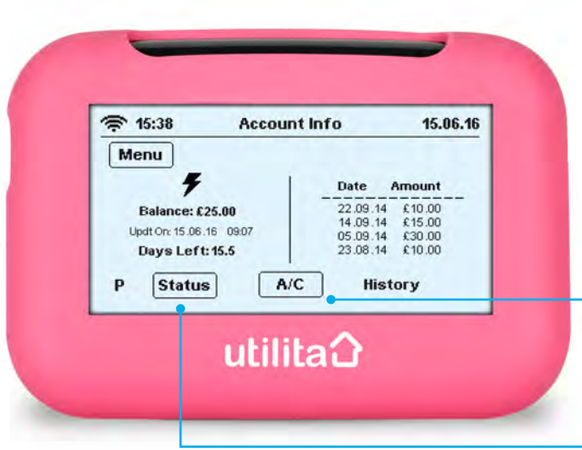
Note: when your meters are first installed, this feature will take about a week to calculate correctly.

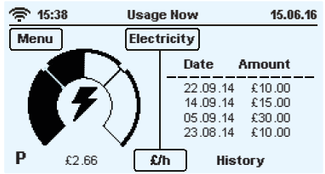
Current mode

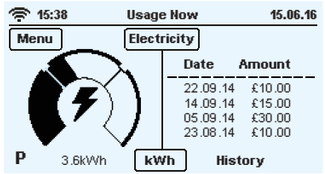
P = Pay As You Go mode
E = Emergency Credit mode
F = Friendly Credit mode
C = Credit mode

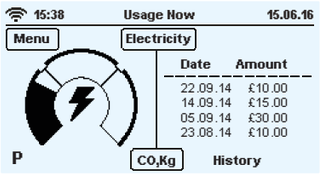
Note: when viewing the 'Usage' screens, the LED light will only relate to your rate of usage:

- Green = low rate of usage
- Orange = medium rate of usage
- Red = high rate of usage









Usage Rate Dials

Pressing the 'A/C' button will show your current rate of usage p/hour. You can choose to view this in kWh, £/h or CO2Kg. Keeping an eye on this gives you an good idea of which appliances cost more to run

Supply Status

This button is displayed when your electricity supply is on. Press the 'Status' button to view your supply status and control Boost Periods (see next page)

Supply Status

The Supply Status screen allows you to view the status of your supply and control Boost Periods.

Press this button to start a Boost Period, then select 'Confirm' on the next screen

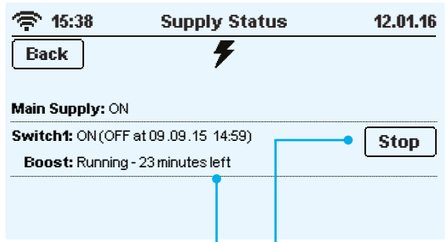
Night - 'Switch 1' is the switch that turns on automatically at night, using electricity at the 'off-peak' tariff rates
Day - 'Switch 1' will be off during the day (unless you have activated a Boost Period). During this time 'peak' electricity tariff rates apply

Available - Boost Period(s) are available
Running - Boost Period is in use
Consumed - all daily Boost Periods have been used

Number of Boost Periods available today
Note: any Boost Periods used will be available again from midnight each day

Boost Periods

With Economy 7 meters there may be times you need more hot water to boost your heating, so a number of 'Boost Periods' are available each day. Each 'Boost Period' provides extra energy for up to 60 minutes. If you choose to stop the 'Boost Period' before the 60 minutes have ended, that period will not be available again - minutes do not roll over!



Number of minutes left of the Boost Period in use

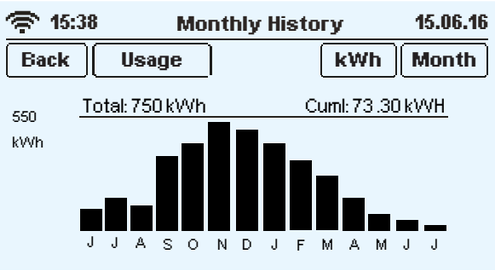
Press this button to 'Stop' a Boost Period at any time while it is running

Starting a Boost Period from your electricity meter:

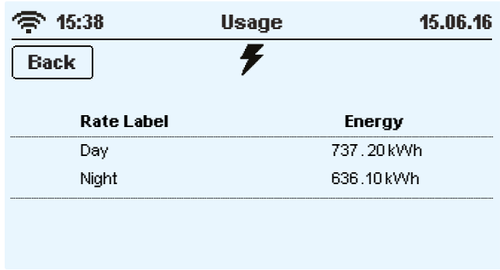
1. Press 2 on your electricity meter.
2. The meter will display **'BOOST'**, followed by the number of Boost Periods remaining.
3. It will then show **'A-YES B-NO'**.
4. Press the blue **'A'** button to activate a Boost Period or the red **'B'** button to ignore.

If a Boost Period is already running, pressing 2 will show how many minutes remain. It will then show **'STOP BOOST'** followed by **'A-YES B-NO'**. Press the blue **'A' button** to stop the Boost Period.

History

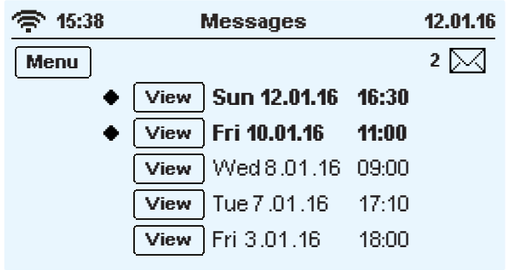


Clicking on the 'History' button will display a range of graphs showing you how much electricty you have used and when, over the last day, week or month. Click on the 'kWh', '£/h' or 'CO2Kg' buttons to scroll through the different combinations of information.



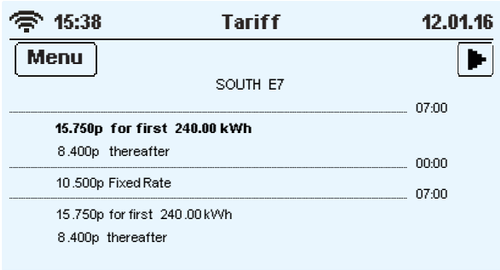
By clicking the 'Usage' button from the History screen, it will display the total kWh that has been used through your meter at both your day and night rates.
These are your meter readings.

Messages



The Message feature is on your In-Home Display so we can send you updates and notifications. Any price change or alteration to your tariff or meter will be sent to your inbox and the message will flash up for you to acknowledge.

Tariff

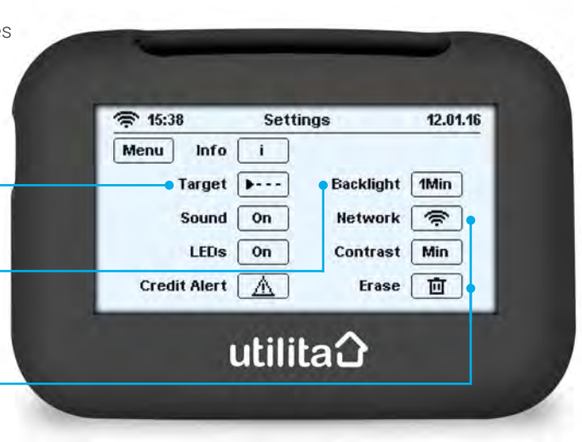


By clicking the 'Tariff' button from the Main Menu, you can access two screens of your tariff information. This includes your day and night tariff rates and the times at which they apply, tariff name and region and billing period information. By clicking the arrow button you can switch between the two screens.

*The screen is an example only - tariff information and times shown may vary. Time always displayed in 24hr clock format.

Settings

The 'Settings' button will enable you to make simple changes to the in-home display settings and includes credit and energy budgeting features.



Targets
See next page

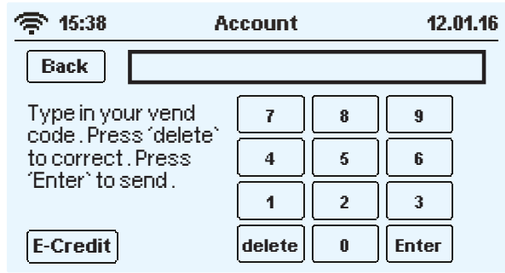
Backlight
Change settings for backlight of your In-Home Display

Network and Erase
Engineer access only

Targets

Choose a cost or eco target by pressing the top-right button. Enter the limit you want to spend in a day, then press 'OK'. If you get close to exceeding this amount during the course of one day, an alert is displayed to let you know.

Account



If you top-up and the money does not credit your meter automatically, you will need to do a manual top-up by entering the 20, 40 or 60 digit Top-up Code here – this code will be on your receipt. It is important to keep your receipts in the event your top-up is not successful.

Controlling your energy

Emergency Credit

When you've accepted the 'low credit alert' by pressing 'E-Credit' on your In-Home Display, you will have access to £15 'Emergency Credit' when your balance reaches £0. 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.

FAQs

What happens if my Emergency Credit runs out?

If your Emergency Credit runs out during the week after 2pm*, your supplies will NOT go off until 10am* the following day. This will give you enough time to top-up your gas and/or electricity.

If your Emergency Credit runs out after 2pm* on a Friday, your supplies will NOT go off until 10am* the following Monday (or the day after, if it's a bank holiday). This extra emergency supply is called 'Friendly Credit'.

*This may be subject to change

When is Emergency Credit available?

	Emergency Credit	Friendly Credit
Mon-Fri 10am* - 2pm*	Yes	No
Mon-Fri 2pm* - 10am*	Yes	Yes
Sat, Sun & Bank Holidays	Yes	Yes

Tip
If you have lost power, you must repay all Emergency and Friendly Credit **plus at least £1.00** of positive credit, in order to restore your power.

Friendly Credit

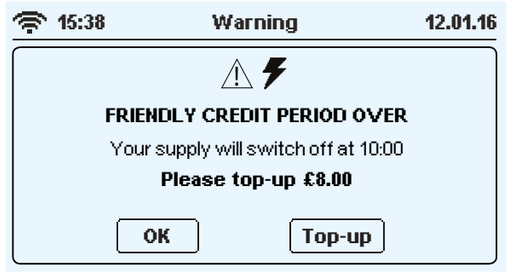
Our Friendly Credit feature means you never lose supply during evenings, weekends or bank holidays – even if your Emergency Credit runs out, or has not been activated. Your smart meters automatically enter Friendly Credit mode everyday from 2pm* until 10am* the next working day – giving you plenty of time to top-up your supply.

Any extra credit used beyond the £15 Emergency Credit is called 'Friendly Credit'.

*This may be subject to change

Other

What happens when Friendly Credit hours are over?



If you have not topped-up over the weekend or evening, your In-Home Display will show an alert to let you know that your supply is due to go off shortly. To clear the alert press 'OK'.

When is Friendly Credit available?

	Emergency Credit	Friendly Credit
Mon-Fri 10am* - 2pm*	Yes	No
Mon-Fri 2pm* - 10am*	Yes	Yes
Sat, Sun & Bank Holidays	Yes	Yes

Top-up

Along with your meters you will also be issued with your own electricity top-up card, enabling you to top-up your meters as and when you need. Our smart meter engineer will ensure your meter is installed with positive credit, however you should top-up very soon before that credit runs out.

How much can I top-up?

	Minumum top-up	Maximum top-up
PayPoint outlet	£2	£45
Online & App	£10	£175
SMS	£10	£175
Phone	£5	£50

App

Online

SMS

Phone

PayPoint

App

From the comfort of your home, on the bus, in the park, wherever you like – once your payment details are securely saved to your account, you can top-up in a couple of clicks and the payment will automatically credit your meters.

Our app is free and available to download on iOS and Android devices.

Download on the App Store

ANDROID APP ON Google Play

Online

1. Go to **www.utilita.co.uk/top-up**
2. Select the supply you wish to top-up
3. Click on the top-up card that looks like yours
4. Enter your top-up card number
5. Enter the amount you wish to top-up
6. Enter your payment card details
7. Your payment will then be sent automatically to your meter and a receipt will be sent to you via email or text message, however you prefer

To check that your money has been credited to your gas and/or electricity meter, check your In-Home Display default screen, or press the 'Electricity' or 'Gas' button on the 'Main Menu' screen.

A receipt will be sent via email and/or SMS containing a unique Top-up Code. This can be used to manually enter your top-up in your In-Home Display should the automatic top-up fail.

PayPoint

1. Take your gas and/or electricity top-up card to any PayPoint outlet
2. The retailer will process your payment and your top-up will be sent to your meters automatically
3. You will be issued a receipt with a unique 20, 40 or 60 digit Top-up Code for each top-up. This Top-up Code can be used to manually enter your top-up in your In-Home Display in the event that the automatic process fails
4. Your supply should be credited automatically, however it can take up to 45 minutes to show on the In-Home Display
5. Your gas and/or electricity should now be topped-up, you can check this has been successful via the In-Home Display

Phone

1. To top-up by phone call our Automated Top-up Line on **03452 068 333**

Before you phone, please ensure you have your unique top-up card number/s to hand (these are 19 digits long and can be found on the front or back of your top-up card/s).

You will also need your payment card details. An option is given to send a SMS receipt.

SMS

1. If you haven't already, please register to use our SMS top-up service
2. Once you have registered your account details, you will be able to top-up by sending a text message
3. Simply text **Pay** followed by your top-up card number, the amount you would like to top-up, 3-digit card security code and send it to **01803 500 051**

Example of a £10 top-up

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.

You must restore your supply at the meter directly, of the affected supply**.

Smart meter screen & keypad

*Your supplies can only ever disconnect between the hours of 10am - 2pm (Mon-Fri, excluding bank holidays)

**Before restoring your gas supply, ensure all gas appliances are turned off

To restore supply, first top-up back in to positive credit by at least £1:

1. Press the blue '**A**' button.
2. The meter will display: '**PRESS A CONNECT**'
3. Press the blue '**A**' button.
4. The meter will display: '**PRESS B CONFIRM**'
5. Press the red '**B**' button.
6. Your supply will be restored.

To restore supply if Emergency Credit is still available:

1. Press '**7**' - The meter will display: '**E-CREDIT AVAILABLE - PRESS A ACCEPT**'
2. Press the blue '**A**' button.
3. The meter will display: '**PRESS A CONNECT**'
4. Press the blue '**A**' button.
5. The meter will display: '**PRESS B CONFIRM**'
6. Press the red '**B**' button.

Keypad Functions

Economy 7 Meter

By pressing the buttons on the economy 7 meter you can obtain all sorts of useful information about your electricity usage. Repeated pressing of each button gives many levels of detailed information.

Press	Daily Energy Cost	1
x1	Cost of energy used so far today	
x2	Cost of energy used yesterday	

Press	Boost Periods	2
x1	View & control Boost Periods	

Press	Weekly/Monthly Energy Cost	3
x1	Cost of energy used so far this week	
x2	Cost of energy used last week	
x3	Cost of energy used so far this month	
x4	Cost of energy used last month	

Press	Monthly kWh	4
x1	kWh usage last month	
x2	kWh usage 2 months ago	
x3	Continue pressing to view up to 12 months	

Press	Debt Information	5
x1	Debt information	

Press	Tariff Data	6
x1	Tariff	
x2	Active Tariff Unit Rate	
x3	Standing Charge	
x4	Day Tariff Unit Rate	
x5	Night Tarrif Unit Rate	

Press	Emergency Credit/Debt	7
x1	Emergency Credit Status	
x2	Amount to repay	

Press	Friendly Credit Status	8
x1	Friendly Credit status	

Press	Import/Export Data	9
x1	Day Import kWh (meter read)	
x2	Night Import kWh (meter read)	
x3	Total Import kWh	
x4	Export kWh	
x5	Import kVArh*	
x6	Export kVArh*	

Press	Misc Data	0
x1	Display check	
x2	Date	
x3	Time	
x4	Load	
x5	CO_2 data	

*Reactive Power (kVArh) is the difference between working power (active power measured in kW) and total power consumed (apparent power measure in kVA)

Top-up Cards

We advise you write down your unique 19 digit gas and/or electricity top-up card numbers here, in the event your cards are lost. These numbers are printed along the front of your blue top-up cards and can be used to top-up online, over the phone, via text message, as well as any PayPoint outlet:

Electricity Card Number

Generate your own top-up e-cards

In the event you lose your top-up cards, you can also generate a free, digital version which can be scanned at any PayPoint outlet and is unique to your meter - it's quick, easy and free!

To generate your e-card, visit **www.utilita.co.uk/e-card**

Need help?

Visit our online Help Centre
www.utilita.co.uk/help

Call our Customer Care Team
03303 337 442

Opening Hours
8:00am - 8:00pm Mon - Fri
8:00am - 5:00pm Sat & Sun

Emergency Line
If you have lost supply please call 03452 068 999

Opening Hours
8:00am - 10:00pm everyday