



USER GUIDE

Dual Fuel SMETS 2
Prepayment

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**.

Your smart meters	3
Your in-home display	4
• Navigation	4–5
• Personalising your in-home display	6–7
Topping-up	8–9
If your top-up didn't work	10–12
Viewing your last 5 top-ups	13
Debt	14
Supporting our customers	15–16
• Emergency credit	15
• Friendly credit	16
• Low credit notifications	16
How to activate your emergency credit	17–18
How to reconnect your supply	19–20
Moving home	20
FAQ's	21
Additional information	22
Energy saving advice	23

Your electricity meter

Your new electricity meter will have an **A** and **B** button on the front.

If for any reason you need to use the meter itself, you can use the A and B buttons to navigate through the meter display screens.

To view your meter balance

Press the A button to cycle through the display until you see your meter balance.



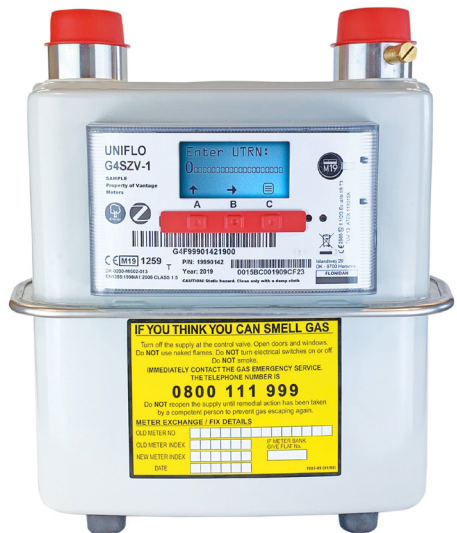
Your gas meter

Your new gas meter will have an **A**, **B** and **C** button on the front.

If for any reason you need to use the meter itself, you can use the A, B and C buttons to navigate through the meter display screens.

To view your meter balance

Press any button. If the display shows your meter read, press the A button.



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**.

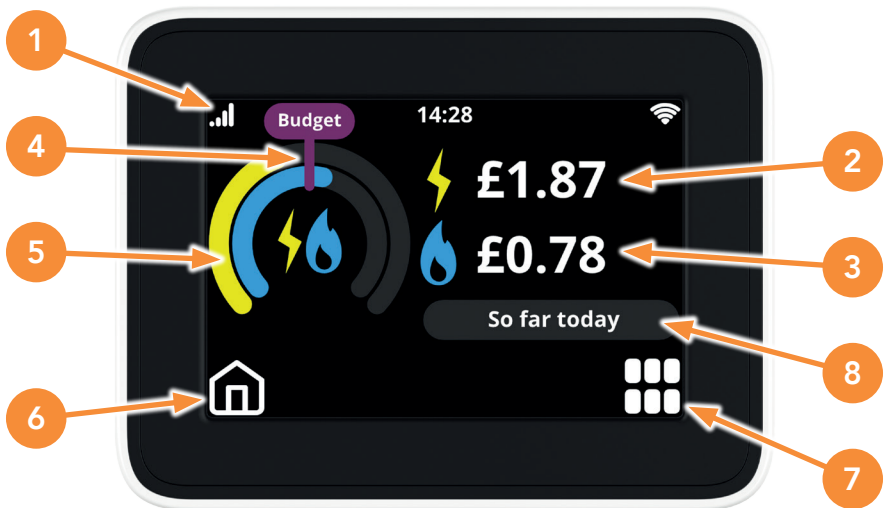
4

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.

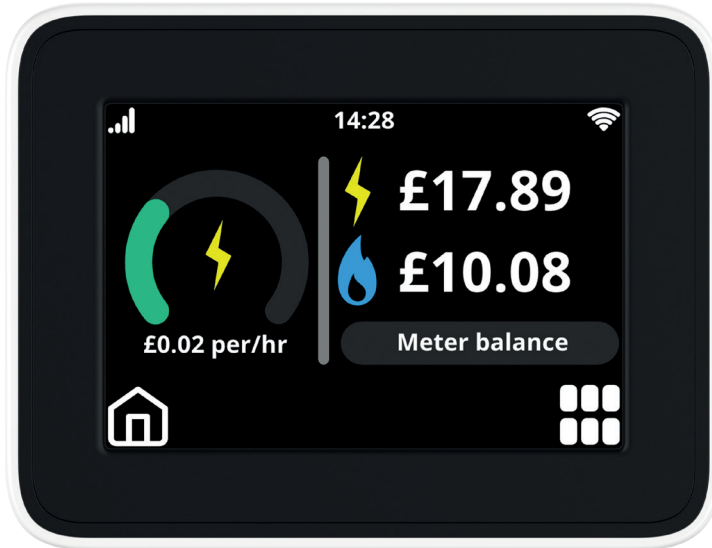
You will be able to see:

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



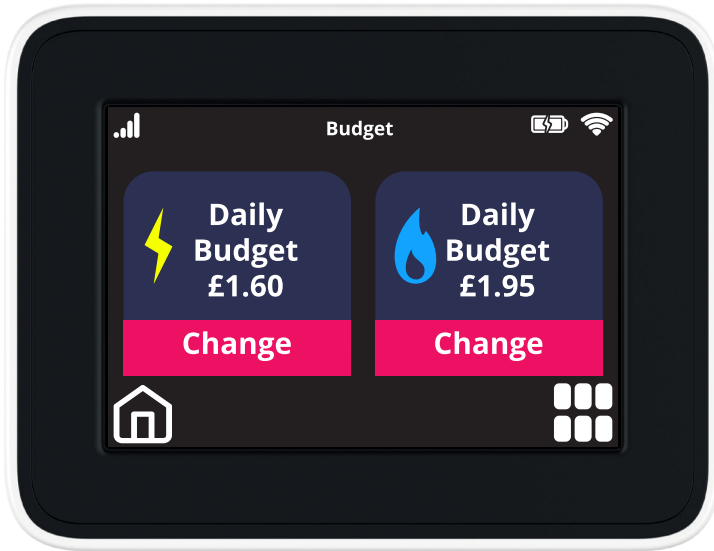
Personalise your IHD

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

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.

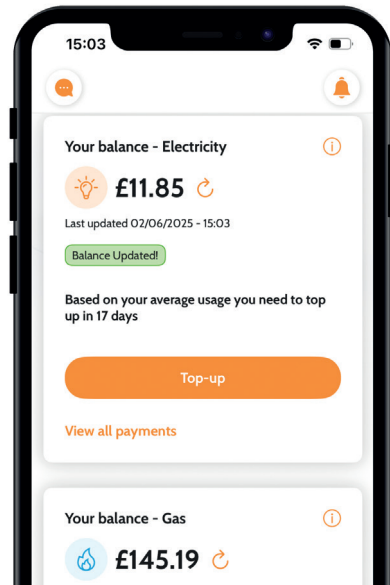
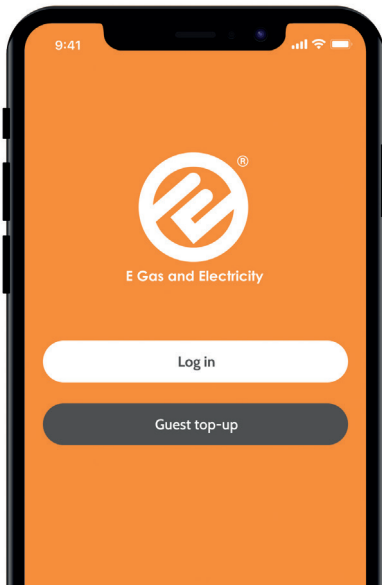
Topping-up

You can now top-up using a variety of methods; the easiest way is by using our mobile app, **MySmartE**.

Log in using the email address or phone number we hold on record

MySmartE

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



For more information about our app, please view our [MySmartE user guide](#).

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.

On our website

Please visit 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.

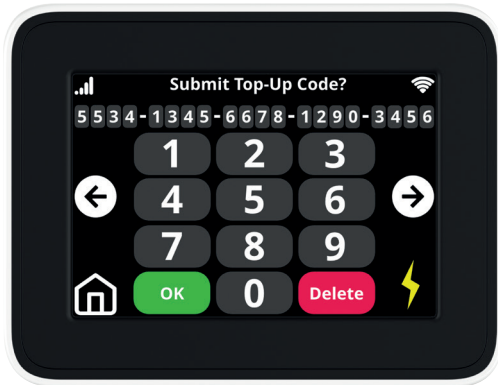
If you do not receive a payment confirmation, your attempt to top-up has not been successful.

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**



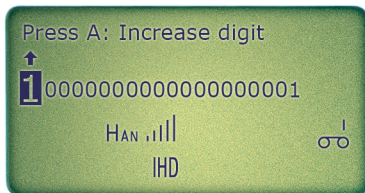
You can view your messages to see if the top-up was accepted or rejected on the meter.

Adding your top-up to the electricity meter

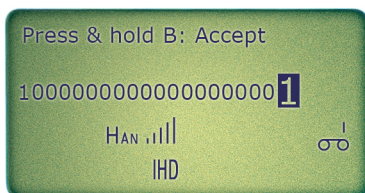
If you have made an electricity top-up, you can add this directly to your meter.

- Press and release the A button until you see the message **Enter top-up code** on the screen
- Press and hold A to go into this option

You will then see the following screen. To enter the code:




- Press the A button to increase the number
- Once you have reached the number required, press the B button to move to the next digit



- Once you have entered the code, press and hold B to enter
- You will then get a message on the screen to advise whether the top-up went on the meter successfully

Adding your top-up to the gas meter

If you've made a gas top-up, you can add this directly to the meter.

- Press any button to wake up the screen
- Press the C button underneath the **Menu** icon on the screen 
- Press the B button to scroll down until you get to **Prepayment**
- Once **Prepayment** is highlighted, press the C button to enter
- Press the B button to scroll until you get to **New payment**
- Once **New payment** is highlighted, press the C button to enter
- You will then see the following screen where you can add your top-up code (UTRN)



- Use the A button to increase the number
- Use the B button to move to the next digit
- Once you have entered the code, ensure the last digit is enlarged
- Press button C to enter the code

Invalid or Rejected?

If after entering the top-up code you receive a message advising the top-up was invalid or rejected, it may be because the top-up has already been applied to the meter.

Please refer to the 'Viewing Your Last 5 Top-ups' section for instructions on how to check if the top-up has already been added.

Viewing your last 5 top-ups

You can check if a top-up has gone onto the meter, or check back on when you last topped-up on the in-home display or your meters.

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



On your electricity meter

- Press the A button until you get to **Last 5 credits**
- Press and HOLD the A button to enter
- Press the B button to scroll through the top-up amount, date, time and UTRN

On your gas meter

- Click on the **Menu** icon and then press the B button to scroll down to **Prepayment**
- Once **Prepayment** is highlighted, press C to enter
- **Top-up logs** should be the first option. Press C to enter
- Press the B button to scroll through the last 5 logs



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 electricity meter

- On your electricity meter, press and release the A button.
- You should see the **Aggregated Debt** screen. This will show you any debt that has been applied to your meter
- Press and release the A button again until you see **Time Based Debts**
- Press and Hold the A button to enter the screen
- Press B. This will show you the debt balance on the first debt register
- Press B again. This will show you the recovery rate
- Press B again. This will show you the frequency for the recovery rate

On your gas meter

- Press C on the gas meter to go into the menu
- Press B to scroll down to **Prepayment**, then Press C
- Press B to scroll to **Debt**, then press C

You should then see the information for any debt applied to your meter.

It will include the amount outstanding and the recovery amount and frequency.

Supporting our customers

Now you have smart meters, you can benefit from:

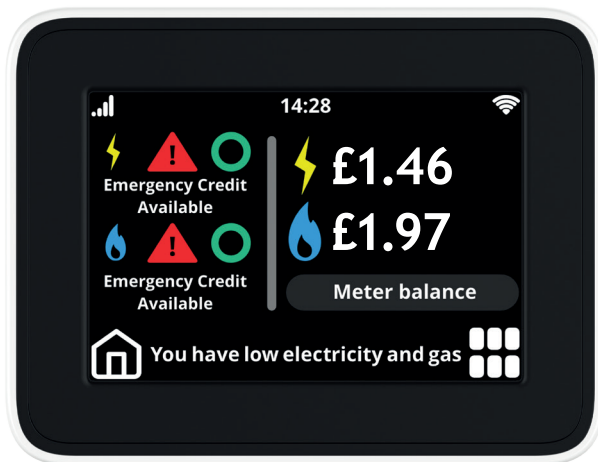
- Increased emergency credit limits
- Earlier emergency credit activation
- Extended friendly credit hours
- Low credit notifications

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

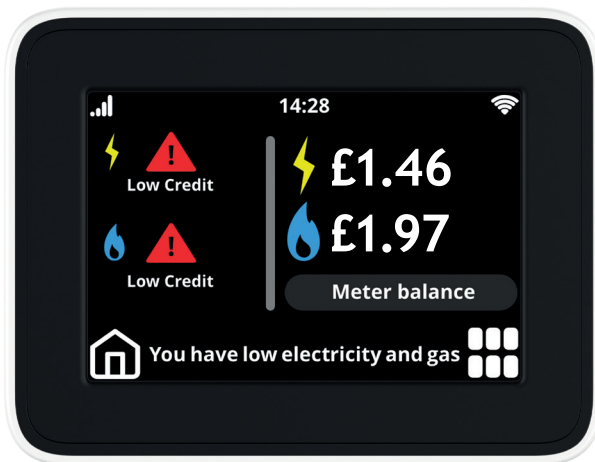
We have also extended the friendly credit hours.

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

Monday – Friday	3pm – 10am
Saturday – Sunday	All day
UK Bank Holiday	All day

Low credit notifications

When your meter balance gets to £5.00 positive credit, your in-home display and meters will alert you.

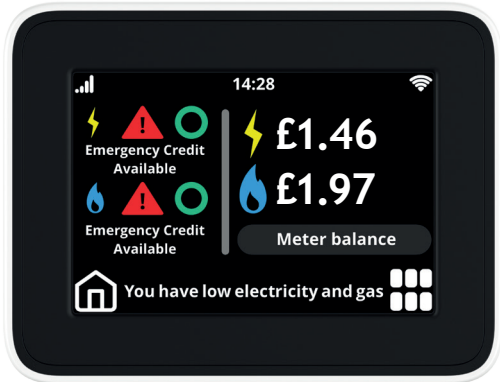


How to activate your emergency credit

On your IHD

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

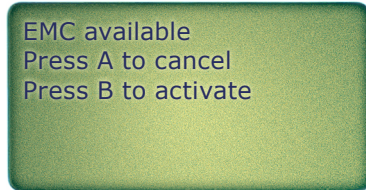
- To activate your emergency credit from your IHD, press the **Menu** button in the bottom right corner
- Press on the **'E-credit'** icon.
- Select the fuel you want to activate the emergency credit on
- Press **OK**



On your electricity meter

When your electricity meter has less than £2.00 credit, you will receive a message on the screen advising you that you can activate your emergency credit.

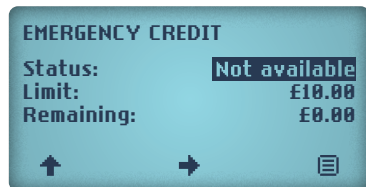
- Press B to activate the Emergency Credit
- Press A if you do not want to activate it



On your gas meter

When your gas meter has less than £2.00 credit, you can activate the emergency credit from the meter itself.

- Go to the meter and **press any button** to wake up the screen
- Press C to access the Menu
- Press the B button to scroll down to **Prepayment**
- Once Prepayment is highlighted, press C to enter
- Use the B button to scroll down to **EMERG.CREDIT**
- It will then show you if the emergency credit is available
- If the emergency credit is available, press C to activate it



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)

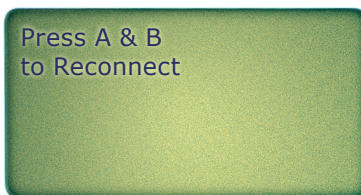
You can reconnect your electricity supply from your in-home display.

- 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 electricity meter

You can also reconnect your electricity supply directly on the meter.

- **Press any button** to wake up the screen
- The meter should display **'Press A and B to reconnect'**
- **Press and HOLD the A and B** button together until you hear a click and the meter goes back to the normal screen



If the meter does not reconnect on your first attempt, turn the orange B button and then press and **HOLD** the A and B button down.

On your gas meter

If you need to reconnect your gas supply, you will need to do this on the gas meter.

Important: Before you go to the gas meter to reconnect your supply, ensure all your gas appliances are turned off. This includes turning off your boiler.

- Go to the gas meter and press any button to wake up the screen
- The gas screen should show 'Push to reconnect'
- You can push any button to reconnect your supply
- Your meter should then start a 60 second countdown and then reconnect

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 topped-up enough to restore your supply. Please check your balance to confirm whether you are in positive credit or your emergency credit is activated.

If your gas meter shows the Push to reconnect screen but does not reconnect after following the instructions above, please ensure that all your gas appliances are turned off and retry.

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.

If you are moving to a property where we currently supply the energy and there are smart meters installed, let us know and we can ensure the smart meters are ready for you when you move in.



Please Contact Us At

**Email: tenancy@e.org
Call: 0333 103 9575**

FAQ's

What happens if I'm off supply?

If you are off supply, please refer to pages 19-20 which will advise you how to reconnect your supply.

If your meter does not display the option to reconnect, please either top-up or activate your emergency credit if it is available.

- Instructions on how to top-up are on pages 8-9 of this guide.
- Instructions on how to activate your emergency credit are on pages 17-18.

If you are still unable to reconnect your supply, please contact us.

Are smart meters safe?

Smart meters use low level radio waves, the same as TV's, radios, mobile phones and WiFi. Public Health England (PHE) reviewed evidence and concluded that exposure to such low level radio waves poses no risk to your health.

What happens if I switch supplier?

Your meter will be just as compatible with another supplier as it is with us however, it is always worth checking with them before you switch.

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.

Additional information

Power cut?

If there is a power cut in your area, call 105 to be put through to your Local Network Distributor.

Smell gas?

If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from your gas appliance, please call the free Gas Emergency Services line immediately on 0800 111 999.

Priority Service Register

We are committed to helping customers who may require extra support.

If you, or someone in your household is of pensionable age, are disabled, has a long term illness, rely on electrically powered medical or mobility equipment, have children under the age of 5 or are otherwise in a vulnerable situation and require additional services related to your access, communication and safety needs, please contact our Customer Service Team.

Statement/Bill Redirecting

We will send any statements or other correspondence to a person that you nominate, if that person agrees to receive them.

Meter Readings

We will advise you of all meter readings taken if you contact us.

Talking Statements


If you are partially sighted or blind, one of our advisors can call you to read a summary of your statement and answer any questions you may have.

English not your first language?

If English isn't your first language, you can view the user guide in a variety of different languages by visiting www.e.org.

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



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

Customer Helpline: 0333 103 9575

Email Us: customer.service@e.org

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

SEP2025