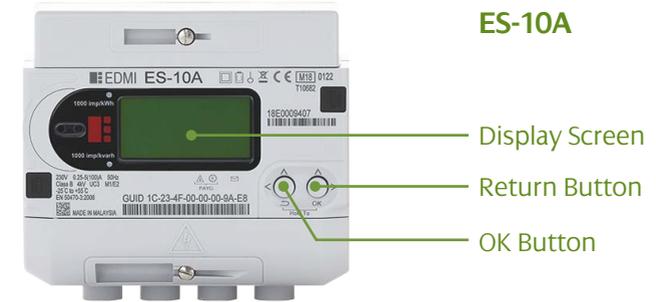


A Helpful Guide to your Electricity Meter



SCOTTISHPOWER

Your EDMl Electric meter



Both EDMl models 10A and 10B operate in exactly the same way, the only difference is your 'return' and 'ok' buttons are situated on the opposite side of meter.

Now that your smart meter is up and running, you can start to enjoy the benefits that smart technology has to offer. This step by step guide will help you navigate around your meter from checking your balance to topping up your credit.

Navigating the menu on your electricity meter

1. **Press** any button on the meter to illuminate the display screen
2. **Press and hold** the **OK** button to access the meter menu
3. Each **press** of the **OK** button will take you through the menu options
4. Once you have reached your desired menu option you **Press and hold** the **OK** button which will then present with further sub menus
5. To return to the main menu **Press and hold** the **return** button
6. There are 5 Menu options however under each category there are further options



Checking your electricity balance

1. **Press any** button on the meter to illuminate the display screen
2. If you have more than £1 credit balance on your meter you will see the following screens rotate after you illuminate the screen
 - a) IMPT- This is how many units of electricity you have used on your meter, this is your meter reading
 - b) BALNC- This is how much credit you have on your meter, you will also see this show on your IHD too

If your meter balance is under £1 in credit you will see the following screen rotate after you illuminate the screen

- a. IMPT- This is how many units of electricity you have used on your meter, this is your meter reading
- b. EMGCY Credit hold return (OK button) the meter is advising that you can now access your emergency credit by pressing and holding the return (OK) button, this is because your balance is less than £1
- c. Export - This is only relevant if you have solar panels
- d. BALNC - This is how much credit you have on your meter, you will also see this show on your IHD too



Please note if the meter is off supply this icon will display.
please top up or activate your emergency credit if available to re-enable your supply.

In this instance you will see the following screens rotate after you illuminate the screen,

- a. IMPRT – KWH Screen
- b. NO CREDIT
- c. MINTP – Minimum Payment required to bring meter back on supply
- d. EXPRT
- e. NO CREDIT
- f. MINTP
- g. BALNC- this is the balance on your meter



Topping up on your meter using your UTRN

1. **Press any** button on the meter to illuminate the display screen
2. **Press and hold** the OK button to access the meter menu
3. **Press** the OK button to go through main menu options
4. Once you have reached Prepay **hold** the OK button
5. **Press** the OK button until you reach TOP UP
6. **Press and hold OK** to allow you to proceed to top up your UTRN
7. To enter your UTRN use the right hand button to select your digit. Your UTRN number will be displayed on the app or on the receipt you received at the Post Office/Payzone outlet.
8. **Press and hold OK** to lock in digit and move onto next digit entry
9. If you make an error **Press and hold** the back arrow button
10. On your last digit entry **Press and hold** the OK button submit your UTRN
11. 'Please wait' will be displayed before a message will appear advising 'UTRN VALIDATED' or 'UTRN NOT VALIDATED'
12. Following your UTRN entry if "UTRN NOT VALIDATED" is displayed please re-enter your 20 digit UTRN ensuring all digits are accurate. If you continue to see this message please contact us.



Accessing the Emergency credit for Electricity on your Meter:

- 1- The display screen on your meter will show the message 'EMGCY Credit' **Press and hold return** button to invoke your Emergency Credit
- 2- 'MINTP' message may then show on the main screen and this will advise your minimum top up needed to repay anything owed to the meter



Meter now shows emergency credit

Holding return will now activate your emergency credit

Showing you are now in Emergency Credit

Checking your tariff on your electricity meter

1. Go to your meter and **hold OK** button to access main menu
2. **Press** the **OK** button to go through the main menu options
3. Once Billing is displayed **Press** and **hold OK** button to enter billing options
4. **Press** the **OK** button to cycle through Billing menu options
5. Once Bill tariffs is displayed **Press** and **hold OK** to view tariff information
6. **Press** and **hold OK** at 'TARIF NOW' which will provide you with your current PRICE per KWH
7. **Press Return** button back to see TARIF NOW
8. **Press OK** and TARIF STDCHRD will show – **Hold OK** to display daily standing charge
9. To return main menu **press Return** button twice to take you back to Bill Tariffs screen



Checking your Debt Settings on your Electricity Meter

1. **Press** and **hold** the **OK** button to illuminate the meter screen
2. **Press** and **hold OK** button to enter the main menu
3. **Press** the **OK** button to cycle through the menu options until you arrive at PREPAY MENU
4. Whilst on the PREPAY menu **Press** and **hold OK** button to enter the Prepay Menu
5. **Press** the **OK** button to cycle through the menu option until you arrive at debts
6. **Press** and **hold OK** to select 'Debts'
7. **Press** the **OK** button to cycle through the below options
 - Debts total **Press** and **hold OK** to view total debt to clear
 - Debts to clear **Press** and **hold OK** to view debt to clear
 - Debts Timed **Press** and **hold OK** to view Debt 1 and Debt 2 values
 - Debts Payments **Press** and **hold OK** to view amount to pay
 - Debts AC.DEBT **Press** and **hold OK** to view Value to pay



Please note that your meter will still look to collect any agreed debt recovery set and daily standing charge even when you are in your emergency credit. If your meter is off supply the meter will collect the daily standing charge only. Please check the amount owed screen by 'checking your debt setting section' which will tell you what you need to repay to the meter to cover any build of debt recovery rate or daily standing charge.

To check your Prepayment Top Up History on the Electricity Meter

1. **Press any** button on the meter illuminate the display screen
2. **Press** and **hold** the **OK** button to access the meter menu
3. **Press** and **hold** the **OK** button to go through main menu options
4. Once you have reached Prepay **hold** the **OK** button
5. **Press OK** to navigate to Prepay HISTORY **Press** and **hold OK** to access your top up history
6. The dates will be displayed with values topped up



To set a security PIN on your Electricity Meter

This will protect certain information on the meter such as meter balance, debt and tariff information you will be required to enter your PIN each time you want to access these screens.

1. **Press any** button on the meter illuminate the display screen
2. **Press** and **hold** the **OK** button to access the meter menu
3. **Press** and **hold** the **OK** button to go through main menu options
4. Once you have reached SECURITY **hold** the **OK** button
5. SCRTY SET PIN will show
6. **Press** and **hold OK** button
7. You will then select your 4 digit pin by using the right or **OK** button to navigate through the digits
8. To lock in the digit **Press** and **hold OK**
9. Once you have entered your desired PIN **Press** and **hold OK** on the last digit to lock in PIN number
10. The message OK to CONFIRM will appear **Press** and **hold OK** again to confirm this
11. PIN Saved will appear



To remove a security PIN on your electricity meter

1. **Press any** button on the meter illuminate the display screen
2. **Press** and **hold** the **OK** button to access the meter menu
3. **Press** and **hold** the **OK** button to go through main menu options
4. Once you have reached SECURITY **hold** the **OK** button
5. SCRTY SET PIN will show
6. **Press** and **hold OK** button to go to REMV PIN screen
7. **Press** and **hold OK** on this screen
8. You will then be asked to enter previously chosen 4 digit pin by using the right or **OK** button to navigate through the digits
9. To lock in the digit **Press** and **hold OK**
10. Once you have entered your desired PIN **Press** and **hold OK** on the last digit to lock in PIN number
11. The message READY HOLD OK will appear **Press** and **hold OK** again to confirm this
12. PIN RMVD message will appear



If you forget your PIN please contact us

Get in touch

Call free on: 0800 027 0072

Lines open:

Monday to Friday 8am to 8pm

and Saturday 8.30am to 4pm

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