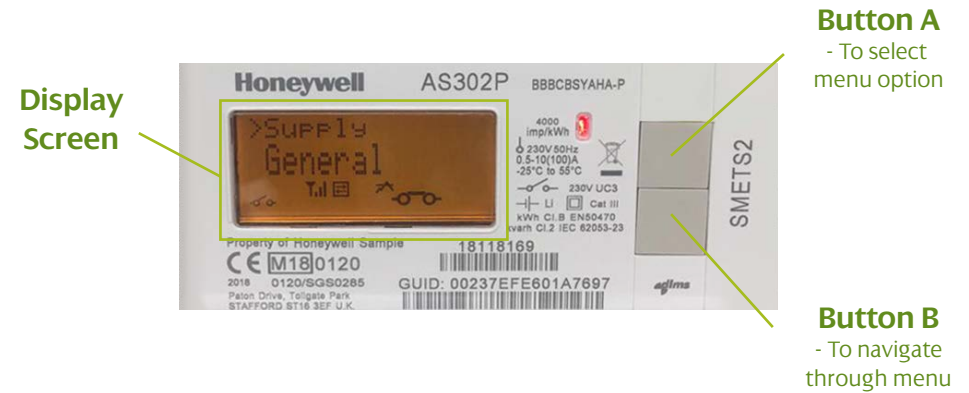


A Helpful Guide to your Electricity Meter



SCOTTISHPOWER

Your Honeywell electricity meter



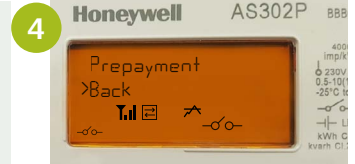
Now that your smart meter is up and running, you can start to enjoy the benefits that smart technology has to offer. This step by step guide will help you navigate your meter display; from checking your balance to topping up your credit.

Navigating through the menu on your electricity meter

All of the functions within your meter can be found via the menu. The following steps will show you how to navigate through the menu.

1. **Press B** to illuminate the display screen.
2. **Press A** to display the meter menu.
3. Each press of **B** will take you through the menu options.
4. The menu options are as follows;

Prepayment	Account
Supply	PIN
General	Utility
Boost	Logs
Registers	Back



5. Once you have reached your desired menu option, **press A** to access further sub menus;

Financial	Info
Enter UTRN	UTRN History
Debt	Back



6. To return to the main menu, navigate with **B** until the BACK option is displayed.
7. **Press A** to select.

Check your balance on the electricity meter

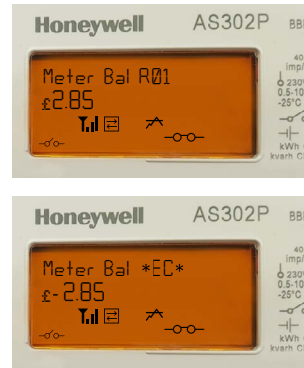
1. **Press B** to illuminate the display screen

Meter Balance

- If the meter is in credit the balance will be shown as a positive value.
- If the meter is in Emergency Credit the balance will show as a negative value and *EC* will be displayed



If the meter is off supply you will see this icon (shown on the left). This shows the connector is open, meaning the supply is switched off.



Top Up with a UTRN via your electricity meter

Every time you top up through the app a Unique Transactional Reference Number (UTRN) will be displayed. This is just like a receipt. So if the top up fails, you can simply type the UTRN into the smart meter and the credit will be applied.

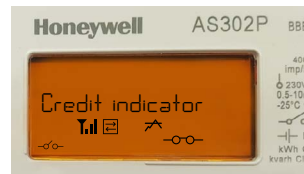
1. **Press B** to illuminate the display screen.
2. Navigate using **B** until PREPAYMENT is displayed.
3. **Press A** to select.
4. ENTER UTRN will be displayed
5. **Press A** to select it.
6. Enter the 20 digit UTRN using **B** to select the number value and **A** to confirm it, pressing **A** again will move to the next number position.
7. Once all 20 digits have been correctly entered, **press** and **hold A** to submit UTRN.
8. If UTRN is incorrect, the following message will be displayed and screen will default back to ENTER UTRN. Repeat process and enter UTRN correctly.
9. If UTRN is valid you will see the Top-Up accepted message.

If your meter fails to accept the UTRN please contact us.



Low credit warning

Meter alarm goes off and there is a low credit warning message on the screen. This will happen when your balance falls below £2



To activate the Emergency Credit on your electricity meter

The emergency credit can be accessed when your balance fall below £1. The meter will show the balance with less than £1 and EC will be displayed in the top right hand corner.

1. **Pressing B** will immediately prompt the meter to ask you to activate EC. Once the balance goes below £1 the EC will flash and the Accept EC Yes /No will appear. **Press A** to select if you wish to use your emergency credit. The *EC* will then be displayed

If you chose not to activate the emergency credit at this point you can do it later using the following steps.

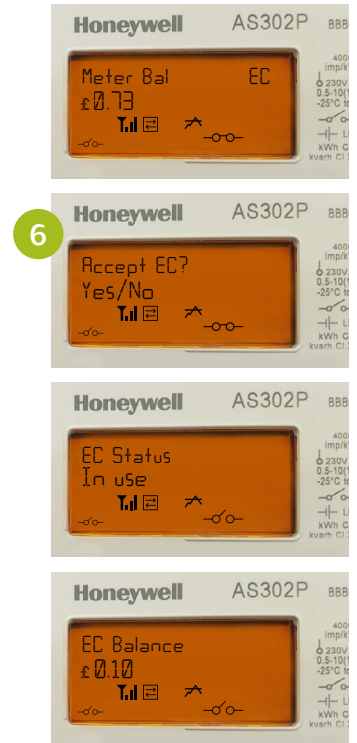
Press B on the meter to illuminate the display screen

2. Navigate through menu until PREPAYMENT is displayed
3. **Press A** to select.
4. Navigate using B until FINANCIALS is displayed.
5. **Press A** to select.
6. ACCEPT EC will be displayed

EC will show when your Emergency Credit is in use.

EC Balance

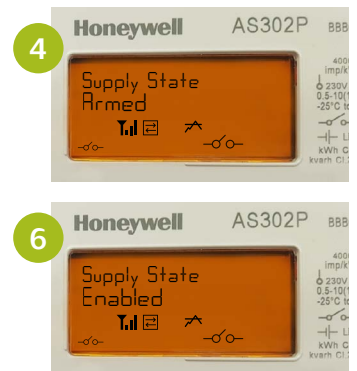
- This shows how much into Emergency Credit you are.



Off Supply

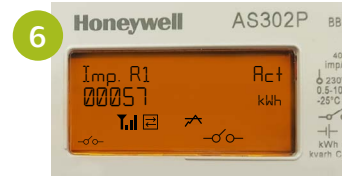
If the supply has gone off but you have subsequently topped up and have a credit on the meter. You will need to get the supply back on.

1. **Press B** to illuminate the display screen.
2. Navigate using B until SUPPLY is displayed.
3. **Press A** to select.
4. SUPPLY STATE ARMED message will be displayed.
5. Hold **A** and **B** together until meter makes a clicking noise.
6. SUPPLY STATE ENABLED will be displayed and your supply will be switched back on.



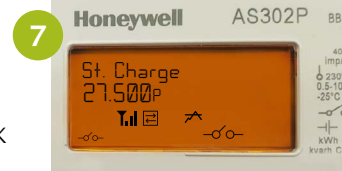
Checking your reading on your electricity meter

1. **Press B** to illuminate the display screen.
2. Navigate using **B** until REGISTERS is displayed.
3. **Press A** to select.
4. Navigate using **B** until RATESINUSE is displayed.
5. **Press A** to select.
6. Reading is shown.



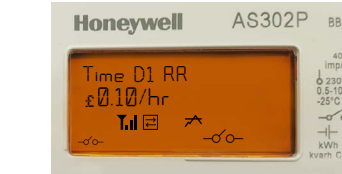
Checking tariff details on your electricity meter

1. **Press B** to illuminate the display screen.
2. **Press B** to navigate through menu options until you get to ACCOUNT.
3. **Press A** to select.
4. **Press B** to navigate through the sum menu options which are Act Price / Meter Balance / St. Charge / Tariff Name.
5. **Press A** to select Act Price (your price per unit of electricity will be displayed)
6. **Press B** to navigate to next option.
7. **Press A** to select St. Charge (your daily standing charge amount will be displayed)
8. To return to the main menu, navigate with **B** until the BACK option is displayed.



Checking your Debt Settings on your electricity meter

1. **Press B** to illuminate the display screen.
2. Navigate using **B** until PREPAYMENT is displayed.
3. **Press A** to select.
4. Navigate using **B** until DEBTS is displayed.
5. **Press A** to select.
6. Navigate using **B** until DEBT TO CLEAR is displayed; this is the minimum payment required to bring the meter back on supply.



To view all the sub categories shown below, continue to **Press B** which will navigate and display the value for each. To return to the Menu screen **Press A**.

Debt – debt value on the meter

Time D1 Val – Total Debt on rate 1.

Time D1 RR – £0.10 per hour is the debt recovery rate on rate 1

Time D2 Val – Total debt value on rate 2

Time D2 RR – £ per hour is the debt recovery rate on rate 2

Prep D Val – Total value of both debts for rate 1 and rate 2

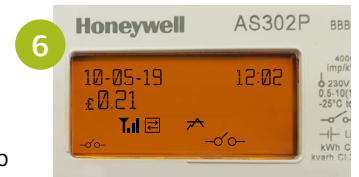
Prep D RR – % of top up designated to debt recovery.

Prep D Cap – This is set by ScottishPower to set the minimum debt recovery rate

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.

To check your Prepayment Top Up History on the electricity meter

1. **Press B** on the meter to illuminate the display screen.
2. Navigate using **B** until PREPAYMENT is displayed.
3. **Press A** to select.
4. Navigate using **B** until UTRN HISTORY is displayed.
5. **Press A** to select.
6. Navigate using **B** to take you through the history of the top ups.



The meter will only hold 1 week's worth of top up history.

To set security PIN on your electricity meter

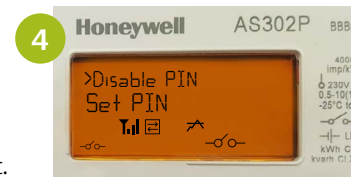
1. **Press B** to illuminate the display screen.
2. Navigate using **B** until PIN is displayed.
3. **Press A** to select.
4. Navigate using **B** until SET PIN is displayed.
5. **Press A** to select.
6. Navigate using **B** to get to NEW PIN is displayed.
7. **Press A** to select.
8. Enter new PIN using **B** to enter numbers.



The meter doesn't confirm the new PIN, it just goes back to menu. The purpose of the PIN is to keep certain information on the meter such as meter balance, debt and tariff information private. You will be required to enter the PIN each time you want to access these screens.

To remove the security PIN on your electricity meter

1. **Press B** to illuminate the display screen.
2. Navigate using **B** until PIN is displayed.
3. **Press A** to select.
4. Navigate using **B** until DISABLE PIN is displayed.
5. **Press A** to select.
6. You will need to enter your current PIN in order to disable it.



If you forget your PIN please contact us.

Get in touch

Call free on: 0800 027 0072

Lines open:

Monday to Friday 8am to 10pm

and Saturday 8.30am to 6pm

ScottishPower Customer Care

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