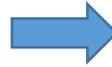




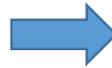
RFID pre-payment card meter - Understanding your meter

How do I know what my credit balance is?

Your remaining credit balance is clearly indicated on the green LCD display after the letters 'Cr'



How do I add credit to my meter?



Simply hold a valid card with credit up against the top of the meter where you see the above symbol. The prepaid credit from your card will then be transferred to your meter

The small green LED will light up and the green LCD display will indicate that the card has been accepted by the meter showing the message 'CARD' followed by the amount of credit added - your updated balance will then be displayed

Note: These cards are single use only. If use of a card is attempted more than once, the small red LED will light up and the green LCD will display 'no CrEd'

When and how can I use my emergency credit?



If your remaining credit falls below £1, you have the option to use your emergency credit

To add emergency credit, press the RED button on the front of the meter once - this will add £3 to your credit balance



Emergency credit is indicated by the letter 'E' at the end of the display, as shown here

Warning: Your power supply will disconnect if your remaining emergency credit expires before topping up



How do I pay back my emergency credit debt?

When you add additional credit to the meter, any emergency credit used will be treated as a DEBT and automatically deducted. The meter will then indicate your remaining balance on the green LCD display

To check how much debt you need to pay back, simply press the grey Display Cycle button until 'dt C' appears, as shown here



How do I know what I am being charged for my electricity?

The tariff rate is indicated on the green LCD display by pressing the Display Cycle button until 'r1' appears, as shown here



In this example the rate is set to 25.35 pence per unit. If you are using a 2 rate tariff system, rate 2 will be displayed by pressing the Display Cycle button once more until 'r2' is indicated

Note: If kWh is displayed in the bottom right hand corner of the green LCD display, the kWh consumption rate is being shown, not your tariff rate

Is a daily service charge being applied to my meter?

Depending on your tariff agreement, some customers will be subject to a daily service charge

This will be displayed by pressing the Display Cycle button until 'St ch' appears, as shown here



In this example there is no daily service charge applied to the meter

Note: Depending on how your meter is configured, the display cycle may vary