

Advice for setting up Topup Prepay Smart Meters

Welcome to your new Topup smart meter

The following information is to help set up your new prepayment smart meter which will enable tenants to start topping up.

Existing account holders will have new meters automatically added to their account and will only need to update settings if different to existing meters.

New customers need to do a little more to ensure revenue can be collected and meters are correctly setup.

To topup visit
payments.topupmeters.co.uk



Steps for new client accounts

Upon purchasing your Topup meter someone will be in touch to arrange payment for the subscription and explain the next steps.

It's important to note that before tenants can topup or before you receive any electricity revenue the meter must be activated.

Activation is a 3 step process:-

- 1 Complete the build sheet and return to support@topupmeters.co.uk
- 2 Pay the subscription invoice
- 3 Install meters and ensure tenants know how to topup



Existing account holders

Meters are added to your web portal account after delivery.

Login to update location information and tariffs, and apply any starting credit.

If we already have your billing details then payment for the subscription is made when meters are installed.

Or let us know when meters are being installed to coincide with SIM activation

Electrical Installation



It is recommended that this electric meter is installed by a competent electrician in accordance with BS7671 and the IET Code of Practice.

Mount the meter

1. The meter must always be installed indoors or in a suitable IP rated cabinet. The meter should not be in an enclosed metal cabinet as this could restrict the mobile phone signal.

2. Wire the meter into your installation in accordance with the wiring guidelines.

Activate emergency credit

3. After powering up check the display is on and showing the credit balance as £0. As there is no credit the supply is offline.

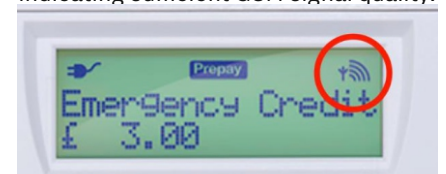
4. Press B,B,B to activate Emergency Credit. This will get the power flowing through the meter allowing final checks.

PTO for wiring connections

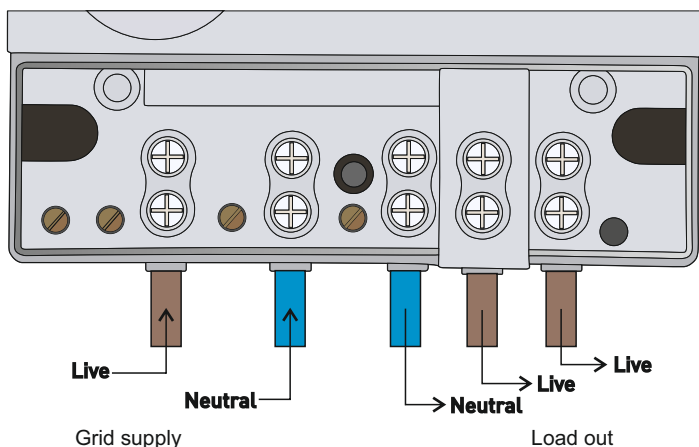
Check signal

5. It can take up to 10 minutes to find a signal.

Look for a solid antenna tree in the top-right corner with at least 1 line indicating sufficient GSM signal quality.



Connections

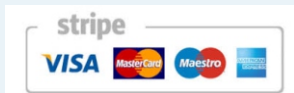


How to topup For tenants

Tenants should visit the payment page to topup. All they need is a credit or debit card to make payment. There may be a small service charge when topping up, this is shown when the topup amount is selected.

Go to payments.topupmeters.co.uk

- 1 Enter the full meter serial number including 'EML' then the 5 digit reference.
- 2 Select a topup amount between £5 and £100
- 3 Enter an email address, then make payment using any debit or credit card.



After topping up

After a successful payment the topup is instantly sent to the meter over the GSM mobile phone network. The display will say **"Payment Received"** and the topup amount.



If the power has not come back then then press any button 3 times to reset the supply.
Listen for the 'Click' as the meter reconnects.

A receipt and topup confirmation are sent by email after topping up. When the balance falls below £5 another message is sent to remind that another topup is required

Need support?

Contact our support team between 9am and 5pm by calling our free helpline on **0330 223 4419** or email **support@topupmeters.co.uk**

- ✓ Topupmeters start in prepay mode and come with £3 of emergency credit
- ✓ Press B,B,B to activate emergency credit to get the power flowing. Make sure to apply more credit using the method below to stay on supply
- ✓ Emergency credit can be adjusted from the web portal to a higher or lower amount
- ✓ Press A to scroll the display to show tariff information, meter readings, last payment details, and GSM signal quality.

Adding credit For landlords

Landlords can add credit to meters without having to make a payment. This can be done from the web portal at www.openmetrics.co.uk.

Go to www.openmetrics.co.uk

- After logging in search for a meter then click **Edit**
- Scroll down to Instant Add Credit then enter an amount between £1 and £100, then click Request

Customizing energy tariffs

From the edit page expand "Show Tariff Information" to customize tariffs and standing charges. All rate changes are effective from midnight.

Topup not been received?

In rare cases the topup may not immediately reach the meter, due to signal quality issues or a delay to activation. With Topupmeters the 20 digit UTRN Topup code can be manually entered using the **A and B buttons**.

- Hold down **B** for 5 seconds until the code display is shown
- To enter the first digit press **B** to increase by 1 each time
- Move to the next number by pressing **A** and repeat steps 1 and 3 until all 20 numbers are entered.

The display will show the usual **"Payment Received"** message if the code was entered correctly.