

SECURE



The following guide describes:

- 📶 How to Add Credit
- 📶 How to Track Credit Transfer
- 📶 How to Activate Emergency Credit
- 📶 How to Reconnect the Energy Supply
- 📶 Displaying the Meters Balance

MeterPay allows online and mobile payments to be made for energy credit top-up. To top up your Smart Meter, please visit <https://www.meterpay.net> and follow the procedure below:

1. How to Add Credit.

- 📶 On the MeterPay.net Home Page select the 'Add Credit' button on the top right-hand corner of the screen.
- 📶 Enter the serial number of the meter, (shown on the meter label), and the postcode.
- 📶 Check the 'Meter Point Description' matches your address and select the amount of credit that you wish to add to the meter.
- 📶 Click the 'Select Credit Amount' button.
- 📶 Confirm you have chosen the correct meter point and credit amount by clicking the 'Confirm' button.
- 📶 Click the 'Checkout' button.
- 📶 Enter your 'e-mail address'.
- 📶 Enter your payment 'Card number', the expiration date 'MM/YY' and 'CVC' 3-digit security number on the back of the card, (for AMEX cards, this is the 4-digit number on the front of the card).
- 📶 You will be prompted to enter a postcode - please ensure this is the postcode associated with your bank card provider and not necessarily your meter.
- 📶 Click the 'Authorise Card for £XX.XX' button.
- 📶 Make a note of the reference number (this can be entered into 'Track' to check the credit transfer status). Credit is transferred to the meter (normally within 5 minutes).

2. How to Track Credit Transfer.

- 📶 Once credit is purchased a 'Credit Reference' appears on the screen 'XXXX-XXXX-XXXX-XXXX'. Make a note of this number and click on the 'Track Delivery' button at the top of the screen.
- 📶 Enter the reference number in the 'Credit Reference' box and click the 'Track' button.
- 📶 The progress for both the 'Payment Event' and the 'Credit Delivery' will be displayed here. Click the 'Refresh Tracking Status' button to update the tracking data.

3. How to Activate Emergency Credit.

- 📶 Emergency Credit may only be used if you decide to activate this function on the meter. After the available credit falls below the threshold (£3.00) you can perform the procedure below:

Key 7: Emergency Credit status and value

A short press of key '7' allows Users to see if Emergency Credit is made available to them; if available then the following displays will allow enabling the Emergency Credit.

<p>Title: Emergency Credit available</p>  <p>Followed by</p>  <p>Followed by</p>  <p>(timeout 4 secs)</p>	<p>The display indicates that Emergency Credit is now available for use.</p> <p>Press key 'A' on the meter keypad to enable Emergency Credit or press key 'B' to ignore. If the Emergency Credit offer message is not acknowledged in 10 seconds then the display goes into sleep mode and will return by pressing any key on the meter's keypad.</p>
---	---

When Emergency Credit allowance is not made available or is enabled, a short press of key '7' will initiate the display sequence comprising Emergency Credit status and Emergency Credit balance. After each set of information comprising a title followed by its data, either a four (4) seconds wait or short press of the key will advance the display to the next set of information as described below.

<p>Title: Emergency Credit status</p>  <p>(timeout 2 secs)</p> <p>Followed by value</p>  <p>Or</p>  <p>Or</p>  <p>Or</p>	<p>The 1st set of displays associated with key 7 indicating the Emergency Credit status and Emergency Credit allowance balance.</p> <p>The examples indicate the following:</p> <p>Emergency Credit cannot be enabled now,</p> <p>Emergency Credit is enabled,</p> <p>Emergency Credit is currently being used,</p>
--	--

4. How to Reconnect the Energy Supply.

- 📶 The Meter will disconnect your energy supply in two cases:
- 📶 The available credit is £0.00 (and no emergency credit has been activated). You should either Add Credit or activate the Emergency Credit function (see 'How to Activate Emergency Credit') before continuing below.
or
- 📶 All of the Emergency Credit has been consumed (i.e., Available Credit falls below the Emergency Credit Limit). You should add more credit to the meter before proceeding below.

When the meter's switch is in the READY state, the following display sequence will be shown for the user to connect their supply.



followed by



Acknowledge the above message by pressing key 'A' within 10 seconds, otherwise the display goes into sleep mode and will return by pressing any key on the meter's keypad.

2. Confirmation display cycle

After pressing key 'A', the following confirmation display cycle will be shown for 30 seconds:



followed by

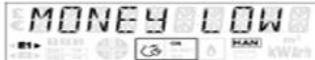


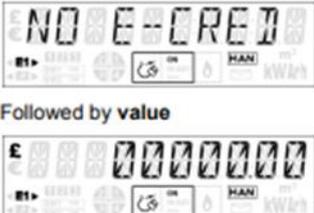
- If the user confirms the action by pressing key 'B' within 30 seconds of pressing key 'A' the switch will close and the default display of the current mode will resume otherwise the display will revert to the Ready mode display cycle.

5. Displaying the Meter Balance.

- When the meters display is off, select button B - the following screens will cycle depending on the credit status of the meter.

<p>Operating Mode:</p> <p>The meter display shows 'PAY0' in large white characters on a green background. Below the main display, there are smaller icons and text including a Euro symbol, a meter icon, 'ON', 'HAN', and 'kW/h'.</p> <p>Followed by</p>	<p>The 1st display indicating the meter is currently operating in Prepayment mode.</p>
<p>Title: Account</p>	<p>The 2nd set displays the meter's current account balance. The example shows that £46.50 is the current account balance.</p>

 <p>Followed by value</p>  <p>Or</p>	
<p>Title: Alert messages (if any)</p>  <p>Followed by value</p>  <p>Or</p>	<p>This set of displays will only appear when money in the account is less than the configured low credit threshold.</p> <p>The example display shows that £1.00 is the account balance.</p>
<p>Title: No credit</p>  <p>Followed by value</p>  <p>Or</p>	<p>This set of displays will only appear when there is no money left in the meter account.</p> <p>The example display shows £0.00 i.e. there is no credit in the meter.</p>
<p>Title: Emergency Credit is in use</p>  <p>Followed by value</p>  <p>Or</p>	<p>This set of displays will only appear when Emergency Credit (Emergency Credit) is in use.</p> <p>The example display shows that £1.00 is currently available for Emergency Credit.</p>
<p>Title: Emergency Credit is low</p>  <p>Followed by value</p>  <p>Or</p>	<p>This set of displays will only appear when the Emergency Credit account is less than the low Emergency Credit threshold configured in the meter.</p> <p>The example display shows that £1.00 is the Emergency Credit account balance.</p>
<p>Title: No Emergency Credit left</p>	<p>This set of displays will only appear when Emergency Credit account is exhausted.</p> <p>The example display shows £0.00 (no Emergency Credit left</p>

 <p>Followed by value</p>	<p>in the meter account).</p>
<p>Title: Current usage</p>  <p>Followed by value</p>	<p>The 3rd set displays the current electricity consumption.</p> <p>The example shows that 78.1 kWh of electricity is currently being used.</p>
<p>Title: Current cost</p>  <p>Followed by value</p>	<p>The 4th set displays the current cost of electricity consumption.</p> <p>The example shows that £51.00 is the current cost of consumption.</p>
<p>Title: Number of days left</p>  <p>Followed by value</p> <p>Or</p>  <p>Or</p>  <p>Or</p> 	<p>The 5th set displays the number of days left before the credit in the meter is exhausted.</p> <p>The example display shows the following:</p> <p>33 days left or more than 99 days left or less than one day left or there is no credit left in the meter account.</p> <p>'No Data' will be displayed when the meter is unable to predict the number of days left; for example, if there is no consumption after the meter has been installed then the 'Days Left' title will be followed by the 'No Data' value.</p>

Contact Us

If you have any questions, suggestions, or enquiries about the MeterPay system, please e-mail help@meterpay.net or contact MeterPay support on 0844 745 8030.