Iskra Mx382 Smart Meter – Consumer Instructions

The following guide describes:

- How to Add Credit.
- How to Track Credit Transfer.
- How to Activate Emergency Credit.
- How to Reconnect the Energy Supply.
- How to Set Up Auto Recharge.

MeterPay allows online and mobile payments to be made for energy credit top-up.   To top up your Smart Meter, please visit **https://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).
- 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).

You can also top our using our automated telephone service on 0844 745 8030. This service will follow the same steps as above, but will only ask for the numeric digits of your postcode.

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.
- When the EC arrow begins to flash the user will know that Emergency Credit is available.
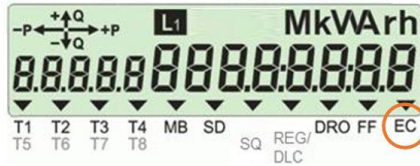
- 🔊 To activate emergency credit, hold the **BLUE** button for more than 5 seconds.
- 🔊 When the display says 'Credit' release the **BLUE** button.
- 🔊 Display then briefly shows 'EC Select', which indicates Emergency Credit has been activated.

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.
- 🔊 The display on the meter will show 'Connect'
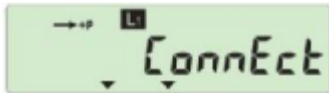
- 🔊 Press and hold the **BLUE** button for more than 5 seconds until the unit displays 'Enter'
- 🔊 Release the button when the unit displays 'Enter'
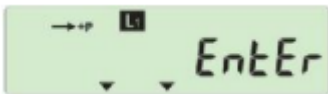
- 🔊 The energy supply will be re-connected immediately.

5. How to Set Up Auto Recharge.

To set up the 'Auto Recharge' feature, you will need to be registered as a user. To set up a user account, please speak to your property manager.
- 🔊 Login to MeterPay.net and select Consumer > 'Your Meter Name' > My Recharge
- 🔊 Click Set Up Recharge, where you will be prompted to Enter Card Details, if you have not done so already.
- 🔊 Once entered, you will need to enter the 'When Credit Display is Below' amount, and the 'Add This Amount of Credit', N.B. to prevent MeterPay taking multiple top ups, the recharge level must exceed the recharge threshold. MeterPay will only attempt to take one payment in a 24 hour period.
- 🔊 Finally, click Setup Recharge.

Contact Us

If you have any questions, suggestions or enquiries about the MeterPay system, please e-mail **help@meterpay.net**.