

The following guide describes:

- LCD Screen Set Up.
- Accessing Data Screens.
- How to Activate Emergency Credit.
- How to Reconnect the Energy Supply.

For information on how to manage your MeterPay account, login in to your Owner account and visit the Support section at <https://meterpay.net>.

1. LCD Screen Set Up

The front plate below the LCD display has printed markings that belong to the flags, (▼), on the LCD display. The flag shows the state of certain function that it represents e.g. tariff, registration, etc. Image 1 below shows the LCD display with relevant indicators.

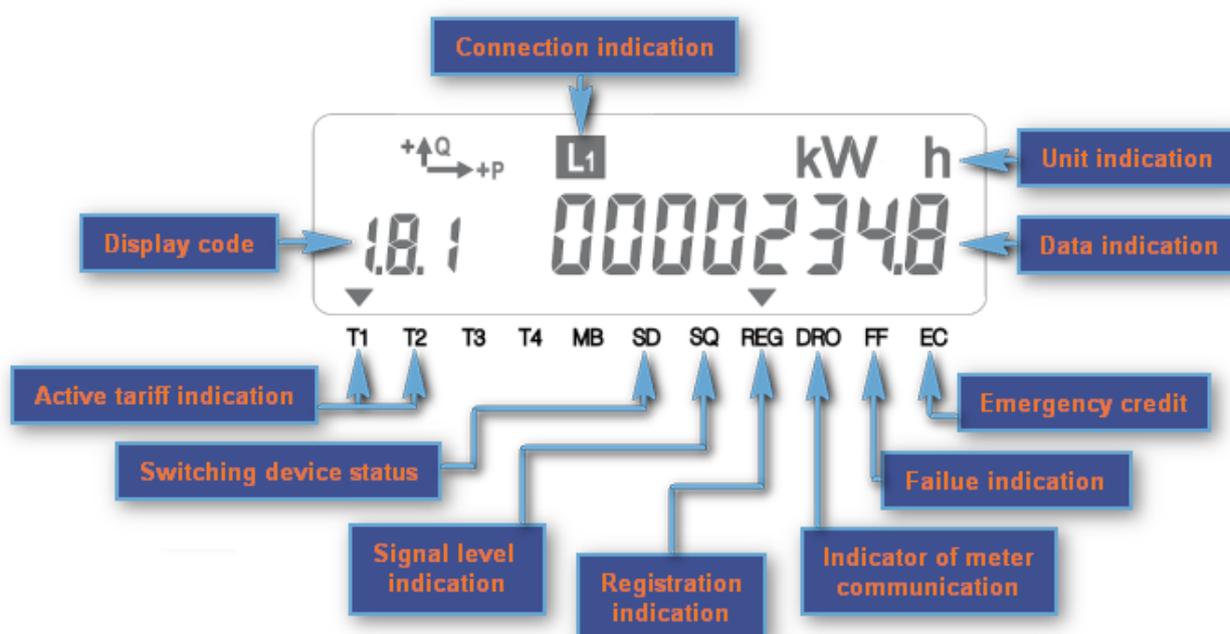


Image 1

Table 1 gives an explanation of all relevant indicators.

Flag	On	Blinking	Off	Note
T1	First rate is active			
T2	Second rate is active			Only applicable on dual rate tariffs
SD	Consumer supply is disconnected		Consumer supply is connected	
SQ	High GSM signal	Low GSM signal	No GSM signal	Indication of GSM signal
REG	Meter registered on GSM network & installation call done	Meter registered on GSM network & installation call in progress	Meter is not registered on GSM network	If 'REG' flag is off, please contact MeterPay support on 0844 745 8030
DRO	Meter communication session active		Meter communication session not active	
FF	Fatal fault			Please contact MeterPay support on 0844 745 8030
EC	Emergency Credit active	Emergency Credit threshold limit expired	Emergency Credit not active	
L1	Voltage present		Voltage not present	

Table 1

2. Accessing Data Screens.

- 📶 The **BLUE** button can be used to scroll through data on the LCD screen.
- 📶 If inactive, the screen will always default back to the 'Available Credit' screen.
- 📶 Upon first pressing the **BLUE** button, the screen will perform an LCD display test, (all display elements on the LCD screen will switch on).
- 📶 Press the **BLUE** button again, and it will take you to the first data screen, as shown in the table below.
- 📶 Keep pressing the **BLUE** button to scroll through each data screen.
- 📶 To return to the default screen, either keep scrolling until you have passed the last data screen, or press and hold the **BLUE** button, (for around 7 seconds), and 'ESC' will appear on the screen, before returning to the default screen.

Order	Display Code	Data description
1	C.1.0	Meter Serial Number; shows the meter's unique serial number, which should be quoted when contacting MeterPay and topping up your meter.
2	U.20.0	GSM Signal Quality; shows the network signal strength, and will be shown as a two digit number between 0 and 99, (the higher the number, the stronger the signal).
3	U.20.1	GSM Signal Status; code 2063 indicates that the meter is connected. Code 2050 indicates that the meter is not connected.
4	0.9.1	Time; shows the time set on the meter.
5	0.9.2	Date; shows the date set on the meter.
6	1.8.0	Active energy import; shows the amount of energy consumed in Kwh.
7	U.60.21	Active rate 1; shows the unit rate in pence per Kwh on tariff 1.
8	1.8.1	Active energy import (+A) Rate 1; shows the amount of energy consumed in Kwh on tariff 1.
9	U.60.22	Active rate 2; shows the unit rate in pence per Kwh on tariff 2.
10	1.8.2	Active energy import (+A) Rate 2; shows the amount of energy consumed in Kwh on tariff 1.
11	U.60.20	Standing Charge; this is the fixed cost associated with providing your energy supply and MeterPay service. The standing charge is shown as 'pence per 30 days'.
12	U.60.1	Available Credit; this is the amount of credit available, shown in pence.
13	U.60.2	Emergency Credit Used; this is the amount of emergency credit that has been used, show in pence.
14	U.60.11	Emergency Credit Limit; shows the emergency credit limit in pence. To amend this limit, please visit the MeterPay web site, and go to
15	U.60.12	Emergency Credit Threshold; this is the amount at which the Emergency Credit function becomes available, and is pre-set at £3.00, (i.e. 300 pence).
16	U.60.4	Total Purchase Value; shows the total amount that has been added to the meter in pence.

Table 2

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.



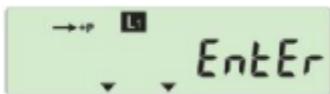
- 📶 To activate emergency credit, hold the **BLUE** button for more than 5 seconds.
- 📶 When the display says 'Credit' release the **BLUE** button.
- 📶 Display then briefly shows 'EC Select', which indicates Emergency Credit has been activated.

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.

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 8040.

If your enquiry relates to Tariff rates, or Emergency Credit level – please direct your enquiry to your Landlord or Managing Agent, as we are unable to change these without their consent.