Secure Liberty 100 Smart Meter Consumer Instructions

The following guide describes:

- How to Add Credit
- How to Track Credit Transfer
- How to Activate Emergency Credit On IHD Device and Meter
- How to Reconnect the Energy Supply On IHD Device and Meter
- Displaying the Meters Balance
- Entering UTRN Code Into IHD Device
- 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://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 On IHD Device and Meter.

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

To activate emergency credit using the IHD Device:

- 'E-Credit' will display under Menu – Press 'Account' followed by 'Electricity'.

- Pressing 'E-Credit' will cause emergency credit to activate, but only once meter has reached its £0 credit threshold.
- Display screen will state 'Request Forwarded Successfully' which indicates emergency credit has been activated.
- Press 'Ignore' button to continue, followed by 'Back' button to resume to Menu.
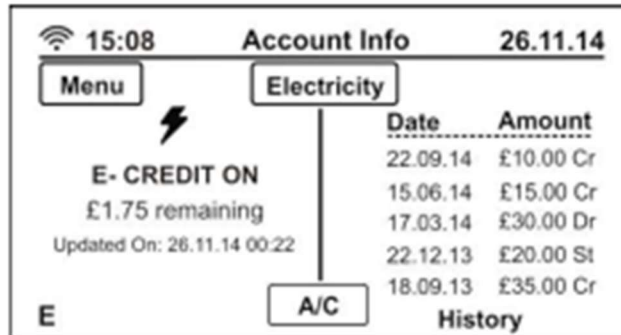- Once you have gone into the emergency credit the screen will display 'E-Credit ON'. Along with the remaining emergency credit allowance as shown below.

To activate emergency credit using the meter itself:

- Press down key 7.
- When the display says 'EC Offer' press key A to accept.
- Display then briefly shows 'Selected', which indicates Emergency Credit has been activated.

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.

Title: Emergency Credit available	The display indicates that Emergency Credit is now available for use.
EC OFFER	
Followed by	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.
A-ACCEPT	
Followed by	
B-IGNORE (timeout 4 secs)	

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.

Title: Emergency Credit status	The 1st set of displays associated with key 7 indicating the Emergency Credit status and Emergency Credit allowance balance.
E-CREDIT (timeout 2 secs)	
Followed by **value**	The examples indicate the following:
NOT NOW	Emergency Credit cannot be enabled now,
Or	
SELECTED	Emergency Credit is enabled,
Or	
IN USE	Emergency Credit is currently being used,
Or	

## 4. How to Reconnect the Energy Supply On IHD Device and Meter.

🔊 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.

To reconnect the energy supply using the IHD Device:

🔊 You will need to Press 'Restore' button followed by 'Confirm' button, as show in the image.

To reconnect the energy supply on the meter itself:

🔊 You will need to Press A to connect the supply followed by B to confirm on the meters keypad.
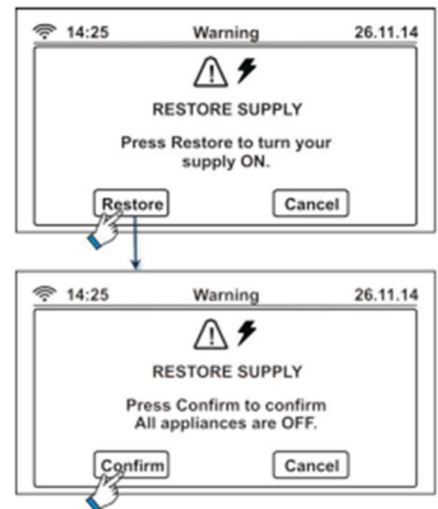
When the meter's switch is in the READY state, the following display sequence will be shown for the user to connect their supply.

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:

5. Displaying the Meters Balance On IHD Device and Meter.

To view credit on IHD Device:

🔊 Go to Menu followed by 'Electricity'. Here will display your remaining credit.

To view credit on meter Itself:

🔊 When the meters display is off, select button B – a selection of screens will begin to cycle depending on the credit status of the meter. The 2nd display shows the meters current balance as shown below which indicates the meter has a credit of £46.50 remaining.

6. Entering UTRN Code Into IHD Device and Meter Itself.

To enter using IHD Device:

- Go to Menu – Press 'Account' followed by 'Electricity'.
- Type in your Vend Code (UTRN Code) 'XXXXX-XXXXX-XXXXX-XXXXX' followed by pressing 'Enter' to send.
- This will then be accepted and delivered to your meter.
- If the code has already been used, the error message 'Transaction Failed' will appear.

To enter using meters keypad:

- Press A on keypad to enter Vend Mode.
- Input Top-Up Code (UTRN Code) 'XXXXX-XXXXX-XXXXX-XXXXX'
- Press B on keypad to send.
- This will then be accepted and delivered to your meter.
- If code has already been used, error message 'Rejected' followed by 'Duplicate' will appear on the display screen.

7. How to Set Up Auto Recharge.

- Auto Recharge is a feature offered by MeterPay, that will automatically top up your meter by configuring an amount to purchase when running low. For example, when the meters credit drops to £5.00 it will automatically top up £20.00, you will receive notification emails throughout this process. This payment will automatically be deducted from the bank card saved on our system. You can adjust these amounts to suit you individually.
- 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 Click on User > Payment Sources > Add Payment Method > Then click on Consumer > My Meter Point > My Recharge.
- Click Setup Recharge, where you will be prompted to select the card details you have just configured in your payment sources.
- Once you have entered this information , you will need to enter the "When Credit Display is Below"' amount. Then the "Add This Amount of Credit" when it falls below the selected amount.
- Please note 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 or contact MeterPay support on 0844 745 8030.