

## Answers to your Questions

### Q: I have no power, what must I do.

**A:** You may have run out of credit.

Go to [www.meters.co.uk](http://www.meters.co.uk) and on the top right under the logo you will see CUSTOMER LOGIN. Double click and the next page will show two boxes, double click on PAY. Type in your meter number 4000... under the LCD screen on your Smartlink meter. Type it in again. Press CONFIRM.

Enter an email address, click on the amount you wish to pay from the down arrows, click PAYMENT and then enter your debit or credit details and pay. Once the authorisation has gone through, your meter will be topped up within 20 minutes.

**Please note:** If your meter does not top up, please contact us on 01524 555 929

### Q: My credit is very low and I don't have money to top up, what can I do.

**A:** Wait for the meter to go to **Zero**. Press and hold the green and blue buttons together. The system will go into emergency credit.

**Please note:** The amount used will be deducted off your next top up

Not all landlords have given access to emergency credit, so please check before running out completely.

### Q: I topped up over an hour ago and my meter is still not showing the credit. What must I do ?

**A :** Call 01524 555929 (Mon – Friday 8:15 to 5pm) or email: [smartlink45@meters.co.uk](mailto:smartlink45@meters.co.uk) or send a message on our Facebook page. DO NOT DELAY – call us asap !

### Q: My screen is blank and not showing the credit value.

**A:** Call your landlord or building maintenance division, they will send a technician to sort out the problem.

### Q: How can I see what I am spending on a monthly basis ?

**A:** Go to the payment portal on meters.co.uk website and at the bottom of the page once you have logged in with your meter number you can select a date range and it will then show you how much money you have paid during that time period.

### Q : I need a VAT invoice for the electricity paid for business purposes, where do I get one.

**A:** You will need to contact the main bill payer, ie. landlord or building management team. They are paying the utilities and therefore have to do the invoice for you. Meters UK cannot assist you with this issue.

**Q: How much am I paying per unit of electricity/gas and/or water as I think I am being overcharged ?**

**A:** You will need to contact your landlord to find out what is being charged. For more information please visit : [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Q: I have been away and my credit has been used. Why ?**

**A :** All meters are charged daily with your share of the standing charges applicable to the meters, which can equate to between .25p to 55p per day. Please contact your landlord for further information.

Please ensure that all heating, plugs, appliances are switched off at the plug, as they still use a portion of energy when on standby.

**Q: My meter has not topped up, what must I check.**

**A:** Ensure that your aerial box is not obstructed or been moved. The unit must be able to connect to the network and when installed the best signal was found and the aerial should stay in that position. If the meter still does not top up, please contact us as soon as possible.