



Meter Guide

Meter Guide

Find your meter

Liberty Secure

Electric



Gas



Meter Guide

Find your meter

Aclara

Electric



Electric



Gas



Meter Guide

Find your meter

Elster

Electric



Electric



Gas



Meter Guide

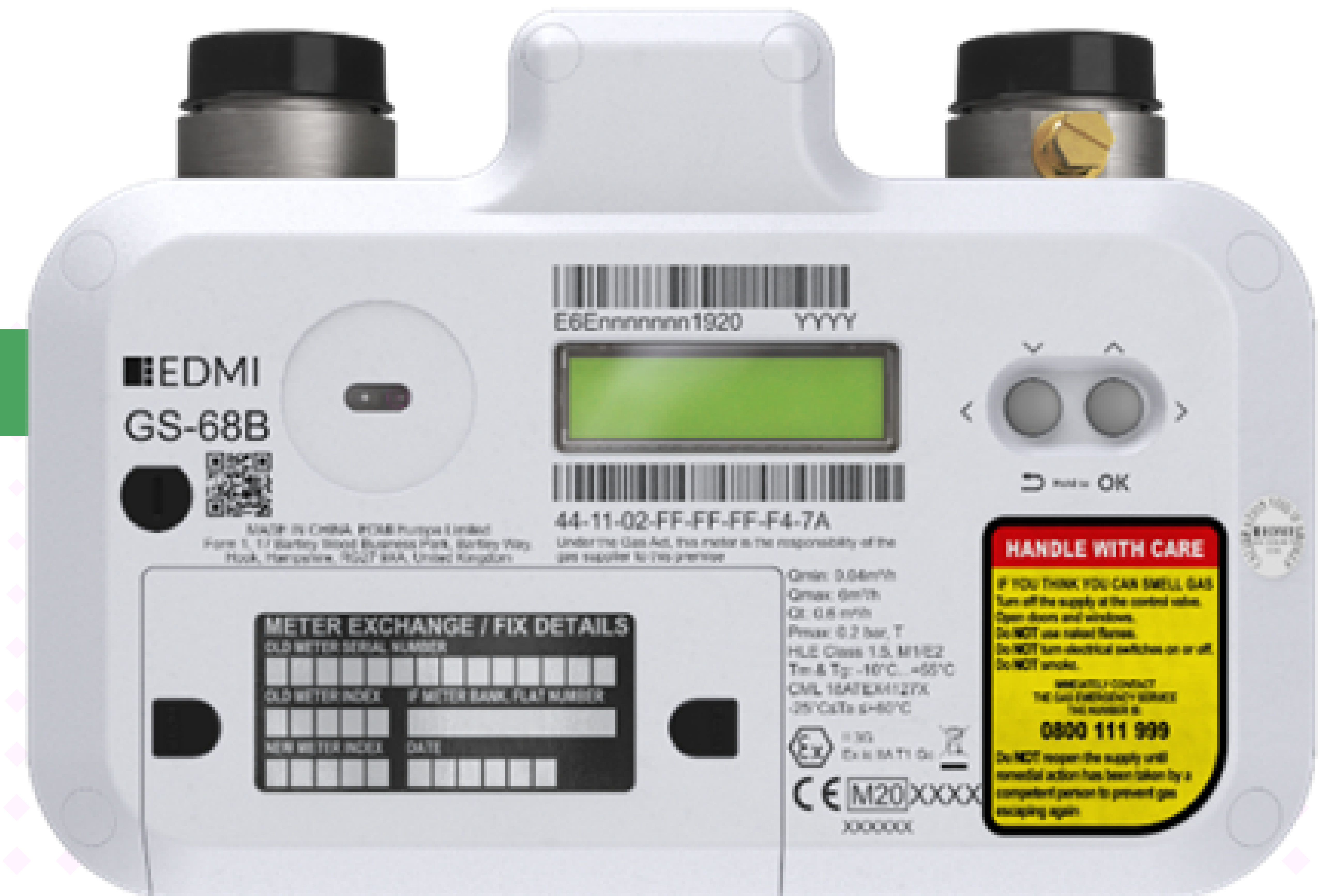
Find your meter

EDMI

Electric

Gas

Electric



Meter Guide

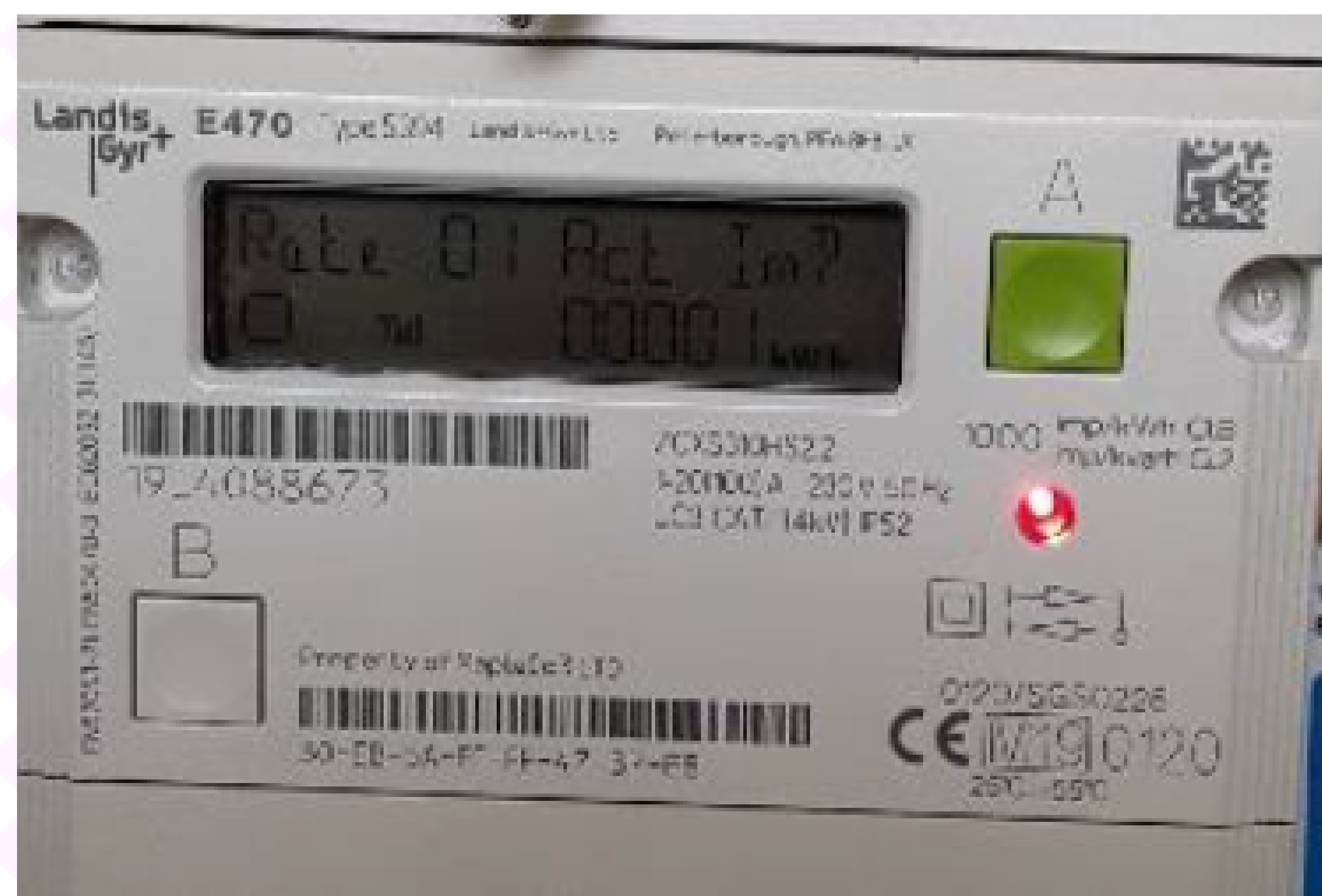
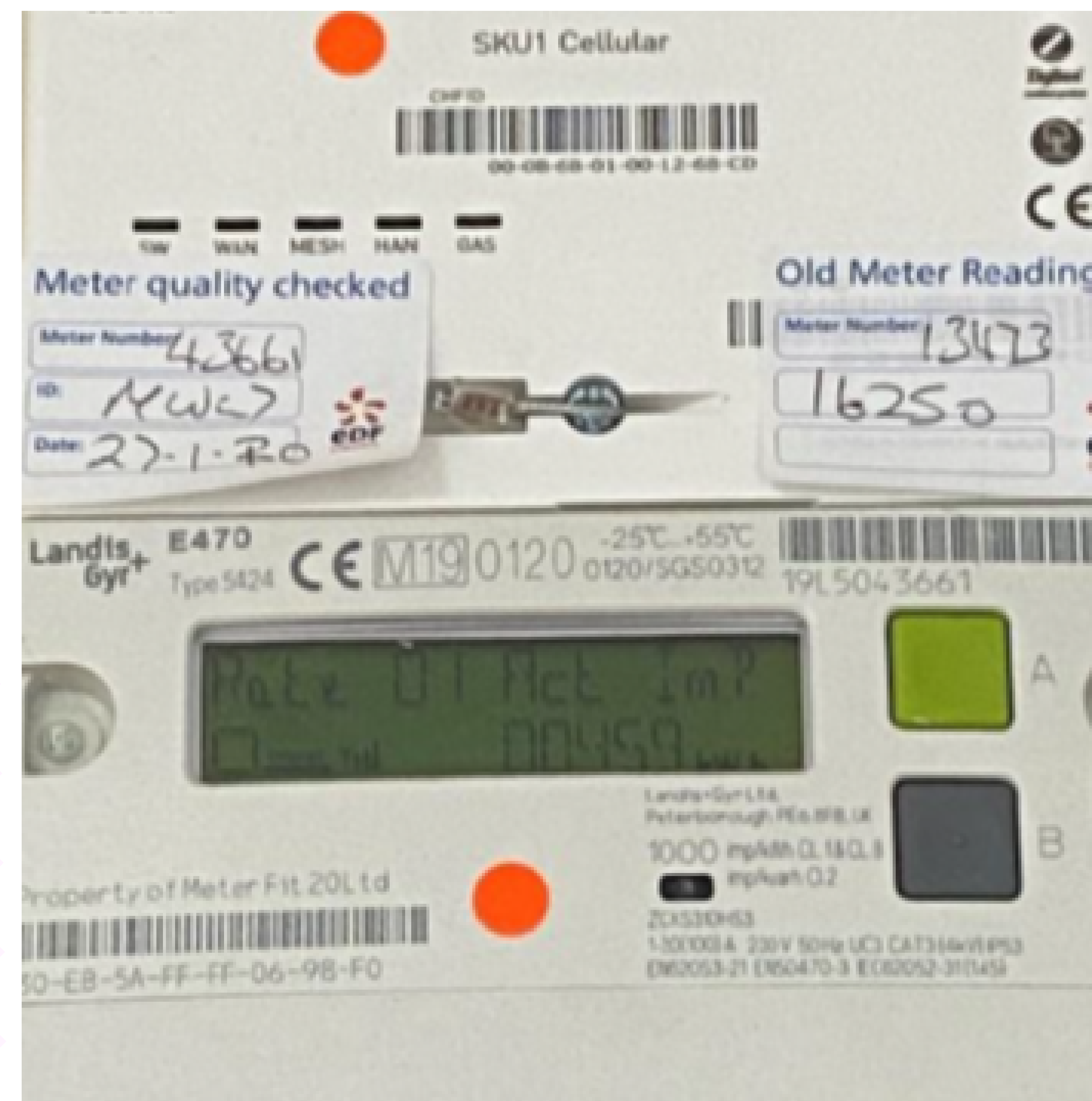
Find your meter

Landis Gyr

Electric

Gas

Electric



Meter Guide

Find your meter

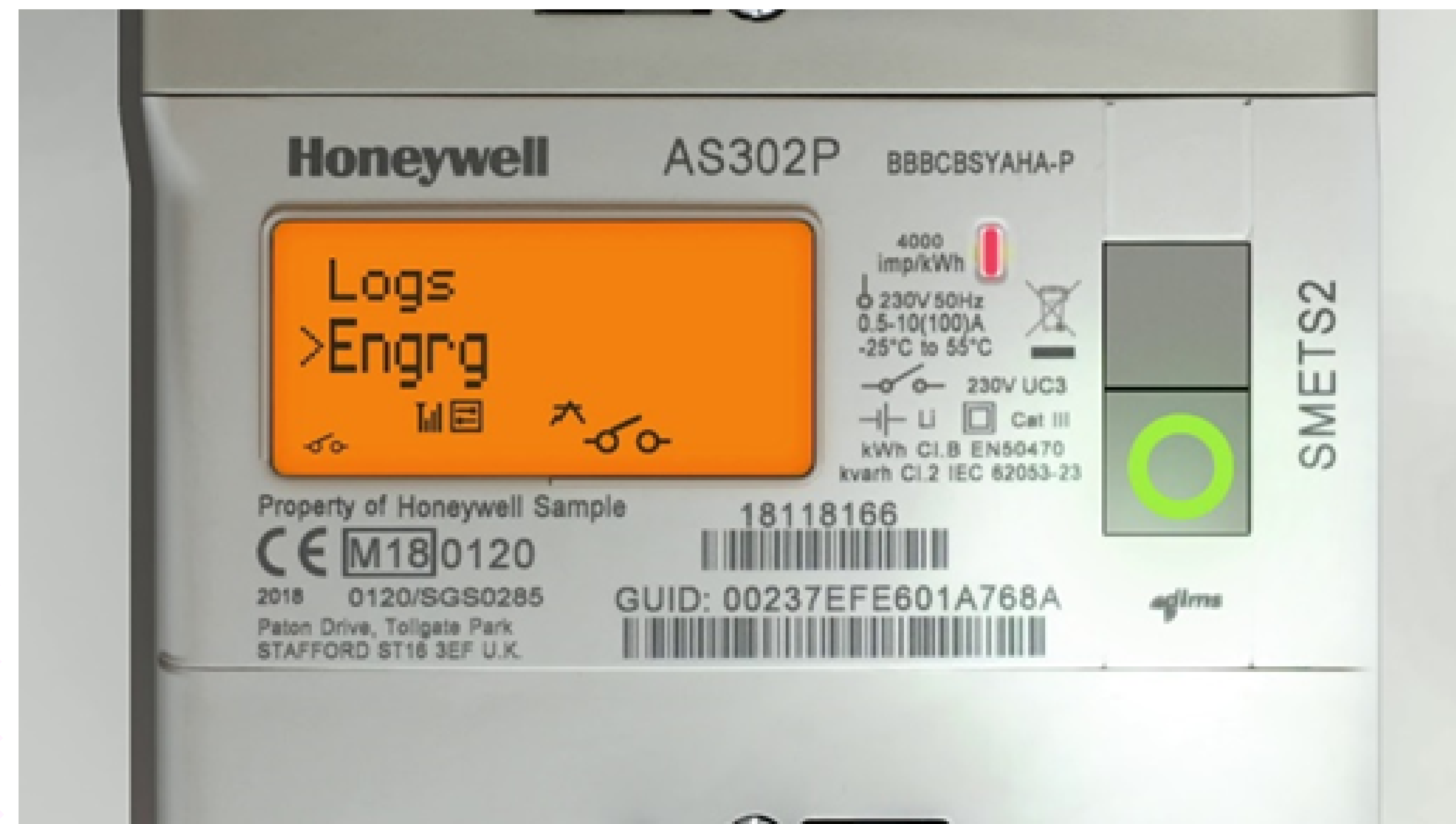
Honeywell

Electric

Gas

Electric

Gas



Meter Guide

Liberty Secure

Press the B button to find the mode of the meter.

CREDIT

PAYG

ON

In the box with a plug for electric and flame for gas is this on or off?

OFF

ON

In the box with a plug for electric and flame for gas is this on or off?

OFF

This means the meter is allowing power through. If there is no electric, please check the Isolation switch, consumer unit and electric appliances, and ECV valve for Gas.
Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. A message should have already come up on the meter to get power on, for example "Press A for supply", and to follow the on screen instructions. If not press B, A, B. If this doesn't work an appointment is required.
Call GES on 01733 646253 from site.

If this stays on, this means there is credit or emergency credit on. If the supplies have already switched to BG, we can ask BG to force it to credit mode, but this will likely need an appointment.
Call GES on 01733 646253 from site.

If this says off, activate emergency credit by pressing B, 7 and seeing if it is available. If available, "Press A to accept" and follow the instruction.
If not try pressing B, A, B. If supplies have switched, we can ask BG to force it to credit mode, but this will need an appointment.
Call GES on 01733 646253 from site.



Liberty Secure

Extra Information

To get the electric meter reading, press B, 9 and this will flash through various screens. The screens we need is the TOT IMP KWH reading and to check as well the I TEST KWH reading. These should be similar readings with the I TEST reading having an extra 2 decimal points.

For economy 7 readings, press B, 6 for IMP R1 and R2 or Day and Night.

To get the Gas meter reading, press B, 9 and this will flash through various screens. The screens we need is the Vol reading and the VOL TEST reading. These should be similar readings with the VOL TEST reading having an extra 3 decimal points.

For PAYG mode, press B, to see how much credit is left.

Meter Guide

Aclara
Electric

Find the mode by pressing the A button until mode of operation appears.

CREDIT

PREPAYMENT

This means Credit mode.
On the meter in the right corner,
there should be a switch.
It will be connected across or
broken (pointing up).

This means Prepayment mode.
On the meter in the right corner,
there should be a switch.
It will be connected across or
broken (pointing up).

ACROSS

UP

ACROSS

UP

This means the meter is
allowing power through.
If there is no electric,
please check the Isolation
switch, consumer unit or
electric appliances.
Call GES on 01733 646253
from site.

This means the meter is not
allowing power through. A pop-up
should have already come up to
get power on, for example “hold
the A and B buttons together”. The
switch symbol should be flashing
and after holding for 10 seconds
the meter should click and come
on. If this does not work, an
appointment is needed.
Call GES on 01733 646253 from
site.

This means the meter is
allowing power through, so
there is credit or
emergency credit on. If the
supplies have already
switched to BG, an
appointment is required.
Call GES on 01733 646253
from site.

This means the meter is not
allowing power through. To
activate the emergency credit,
press A to find the Emergency
credit available screen and then
Press B to accept. If this does not
work and the supplies have
switched to BG, we can ask BG to
force it to Credit mode, but this
will likely need an appointment.
Call GES on 01733 646253 from
site.



Aclara

Electric Meter

Extra Information

To find the electric meter reading, press the A button and it should come up Total Active Import which is the total reading.

If you press A again this will display the TOU Rate 1 – 4.

If the meter is 1 rate it should have the same reading for Total Active Import and Rate 1. Rates 2 – 4 should be 0.

For economy 2, Rates 1 and 2 will have the number combined for the total.

For pre-payment mode, keep pressing the A button and it should come up with the balance.

Meter Guide

Aclara Gas

Find the mode by pressing the left button until mode of operation comes up.

CREDIT

PREPAYMENT

In the top left corner, there should be a pipe symbol that displays S or O.

In the top left corner, there should be a pipe symbol that displays S or O.

O

S

O

S

This means the meter is allowing Gas through.
If there is no Gas, check the ECV valve.
Call GES on 01733 646253 from site.

This means the meter isn't allowing Gas through. A pop-up should have already come up on the meter to get power on "Press and hold the middle button". The meter should try and open the valve. If this doesn't work an appointment is needed.
Call GES on 01733 646253 from site.

This means the meter is allowing Gas through, so there is credit or emergency credit on. If the supplies have already switched to BG, this will likely need an appointment.
Call GES on 01733 646253 from site.

This means the meter isn't allowing Gas through. To activate emergency credit, press the right button and the middle button to find "Prepayment", then the right button to select. Use the middle button to scroll to E Credit then press the right button to select and the right to accept. If this doesn't work, we can ask BG to force it to Credit mode, but this will likely need an appointment.
Call GES on 01733 646253 from site.



Aclara

Gas Meter

Extra Information

To find the Gas meter reading, press the left or middle button and it should come up with the V, volume readings straight away.

For the Gas, press the right button once and then the middle button to scroll until you find Meter balance and press the right button to select.

Meter Guide

Elster

Smets 1 Electric

Find the mode by pressing the left button until mode of operation comes up.

BILLING

PREPAYMENT

This means Credit mode. In the right corner, there should be a switch symbol. It will be connected across or broken (pointing up).

This means Prepayment mode. In the right corner, there should be a switch symbol. It will be connected across or broken (pointing up).

ACROSS

UP

ACROSS

UP

This means the meter is allowing power through.
If there is no electric, check the Isolation switch, consumer unit or electric appliances.
Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. The switch symbol should be flashing, and you will need to get to the main screen. Press and hold the middle button or just press the top button. The switch symbol should connect, and meter should click. If this doesn't work an appointment is needed.
Call GES on 01733 646253 from site.

This means the meter is allowing power through, so there is credit or emergency credit on. If the supplies have already switched to BG, this will likely need an appointment.
Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. To activate emergency credit press the middle button until it says Prepayment and then press the Middle button again and again to select Credit. Now use the Bottom button until Acc E Credit, then press and hold the Middle button.
If this doesn't work an appointment is needed but even if this works if supplies have switched this will likely need an appointment.
Call GES on 01733 646253 from site.



Elster

Smets 1 Electric

No Extra Information

Meter Guide

Elster

Smets 2 Electric

Find the mode by pressing the vertical top button until at the top of screen says billing or prepayment.

BILLING

PREPAYMENT

This means Credit mode. In the right corner, there should be a switch symbol. It will be connected across or broken (pointing up).

This means Prepayment mode. In the right corner, there should be a switch symbol. It will be connected across or broken (pointing up).

ACROSS

UP

ACROSS

UP

This means the meter is allowing power through. If there is no electric, check the Isolation switch, consumer unit or electric appliances. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. Press the top button for the menu, then the bottom button until you see supply. Press the top button to enter and then press both buttons to connect. If this doesn't work an appointment is required. Call GES on 01733 646253 from site.

This means the meter is allowing power through, so there is credit or emergency credit on. If the supplies have already switched to BG, this will likely need an appointment. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. To activate the emergency credit, press the bottom top button until it says Prepayment and then top button again and again to select Financial. Now use the bottom button until Acc E Credit, then press the top button twice. If this doesn't work an appointment is needed but even if this works if supplies have switched this will likely need an appointment. Call GES on 01733 646253 from site.



Elster

Smets 2 Electric

Extra Information

To get the electric meter readings, when the meter goes off, press the bottom button to light up the display and it should come up.

To find the electric meter balance press B to scroll through the options until you find “Meter Balance” and press A to select this option for Smets 1.

For Smets 2 press the upper button to illuminate the display screen then if the meter is in credit, the balance will be shown as a positive value but if the meter is in Emergency Credit, the balance will show as a negative value and “EC”.

Meter Guide

Elster Gas

Find the mode of the smart meter by pressing left button until mode of operation comes up?

BILLING

PREPAYMENT

ON

This means Credit mode.
On the meter in the bottom middle, there should be an on or off box please ask what it says.

OFF

ON

This means Prepayment mode.
On the meter in the bottom middle, there should be an on or off box please ask what it says.

OFF

This means the meter is allowing Gas through.
If there is no Gas, check the ECV valve.
Call GES on 01733 646253 from site.

This means the meter isn't allowing Gas through. A pop-up should come up on the meter to get power on "Press and hold the middle button", then the meter should try and open the valve.
If this doesn't work an appointment is needed.
Call GES on 01733 646253 from site.

This means the meter is allowing Gas through, so there is credit or emergency credit on.
If the supplies have already switched to BG, this will likely need an appointment.
Call GES on 01733 646253 from site.

This means the meter isn't allowing Gas through. To activate emergency credit, press the middle button and there'll be a message on the screen that the emergency credit is available. Press the middle button to select it.
If this doesn't work an appointment is needed. If supplies have switched, we can ask BG to force it to credit mode, but this will likely need an appointment.
Call GES on 01733 646253 from site.



Elster

Gas

Extra Information

To get the Gas meter reading, press the middle button.

To find the Gas meter balance, press the right button then the middle button to scroll down to 'Meter Balance', then press the right button to enter.

Meter Guide

EDMI
Electric

Find the mode by pressing the right Ok button until at the top of screen says billing or prepayment.

BILLING

PREPAYMENT

This means credit mode.
In the top middle of the screen, there should be a switch symbol. It will be connected across or broken (pointing up).

Across

UP

This means the meter is allowing power through. If there is no electric, check the Isolation switch, consumer unit or electric appliances. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. Press and hold the OK button twice to get to the main Prepay screen. Keep pressing OK until Info-Supply, then press and hold OK to enter. Finally, press and hold OK to turn your supply. If this doesn't work an appointment is needed. Call GES on 01733 646253 from site.

Across

UP

This means prepayment mode. In the top middle of the screen, there should be a switch symbol. It will be connected across or broken (pointing up).

This means the meter is allowing power through, so there is credit or emergency credit on. If the supplies have already switched to BG, this will likely need an appointment. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. To activate emergency credit press the left return button until it says E Credit and then press hold the left return button. If this doesn't work an appointment is needed but even if this works, if supplies have switched this will likely need an appointment. Call GES on 01733 646253 from site.



EDMI

Electric

Extra Information

To get the electric reading, if the screen goes off press and hold right Ok button and it will come up.

If not, hold the left rerun until menu comes up and use either button to scroll until you find registers and then hold right Ok.

Meter Guide

EDMI Gas

Find the mode hold right Ok button until the screen says billing or prepay menu.

BILLING

PREPAYMENT

This means credit mode. The gas meter doesn't have a supply but if you see a supply armed message this means it's off supply ready to come on.

This means Prepayment mode. The gas meter doesn't have a supply but if you see a supply armed message this means it's off supply ready to come on.

ON

ARMED

ON

ARMED

This means the meter is allowing power through. If there is no electric, check the Isolation switch, consumer unit or electric appliances. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. Press the right OK button once the Credit ARM screen appears. Then press right OK again. If this doesn't work an appointment is needed. Call GES on 01733 646253 from site.

This means the meter is allowing power through, so there is credit or emergency credit on. If the supplies have already switched to BG, this will likely need an appointment. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. To activate emergency credit by press the left return button until it says E Credit and then press hold the left return button. If this doesn't work an appointment is needed but even if this works if supplies have switched this will likely need an appointment. Call GES on 01733 646253 from site.



EDMI

Gas

Extra Information

To find the Gas reading when the screen goes off, press the right Ok button and it will come up.

Meter Guide

Landis Gyr E470

Smets 2 Electric

Find the mode of the smart meter by holding the A button until the time comes up then press A twice.

CREDIT

PREPAYMENT

NO CROSS

This means Credit. There should be a box in the bottom left with a cross, check if there is a cross or no cross.

CROSS

NO CROSS

This means Pre-pay mode. There should be a box in the bottom left with a cross, check if there is a cross or no cross.

CROSS

This means the meter is allowing power through. If there is no electric, check the Isolation switch, consumer unit or electric appliances. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. A message should appear, press A, then A again and B. If this doesn't work an appointment is needed. Call GES on 01733 646253 from site.

If this says on, this means there is credit or emergency credit on. If the supplies have already switched to BG, we can ask BG to see if they can communicate with the meter to top up or change to credit. Call GES on 01733 646253 from site.

If this says Off, to activate emergency credit a message should come up to accept emergency credit, press B, B to accept it. If supplies have switched, we will need to ask BG to see if they can communicate with the meter to top up or change to credit. Call GES on 01733 646253 from site.



Landis Gyr E470

Smets 2 Electric

Extra Information

To find the electric reading, press the A button until it comes up. If this does not work, press and hold A until the time comes up and keep pressing A until the reading comes up.

To get the electric economy 7 readings, you need to find the Rate 1 reading and then hold B and press A at the same time, and you can find the Rate 2.

Meter Guide

Landis Gyr + E470

Smets 2 Gas

Find the mode by pressing the A button.

CREDIT

PREPAYMENT

ON

This means credit mode.
In the top right corner the meter should say on or off.

OFF

ON

This means Pre-pay mode.
In the top right corner the meter should say on or off.

OFF

This means the meter is allowing power through. If there is no electric, check the Isolation switch, consumer unit or electric appliances. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. A message should appear, press the B button twice then press A to confirm all the gas appliances are off, then hold down A until it says release A
Call GES on 01733 646253 from site. .

This means there is credit or emergency credit on. If the supplies have already switched to BG, we can ask BG to see if they can communicate with the meter to top up or change to credit.
Call GES on 01733 646253 from site.

To activate emergency credit, a message should come up. To accept emergency credit you will need to press A,A,A and then B to confirm. We can ask BG to see if they can communicate with the meter to top up or change to credit.
Call GES on 01733 646253 from site.



Landis Gyr + E470

Smets 2 Gas

Extra Information

For the Gas you just need to press A until the meter index comes up.

Meter Guide

Landis Gyr + Smets 1 Electric

Find the mode by pressing the A button until the mode of operation comes up.

CREDIT

PREPAYMENT

This means credit mode. On the meter screen, there should be a box in the bottom left with a cross, check if there is a cross or no cross.

This means Pre-pay mode. On the meter screen, there should be a box in the bottom left with a cross, check if there is a cross or no cross.

NO CROSS

CROSS

NO CROSS

CROSS

This means the meter is allowing power through. If there is no electric, check the Isolation switch, consumer unit or electric appliances. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. Try pressing B, B then holding B for 10 seconds and the meter should click on. If this doesn't work an appointment is needed. Call GES on 01733 646253 from site.

This means there is credit or emergency credit on. Likely these are BG smart meters so we can ask them to communicate with the meter to top up. Call GES on 01733 646253 from site.

To activate emergency credit, a message should come up. To accept emergency credit try pressing B, B then holding B for 10 seconds. The meter should click on. Likely these are BG smart meters so we can ask them to communicate with the meter to top up. Call GES on 01733 646253 from site.



Landis Gyr +

Smets 1 Electric

Extra Information

These meters are very simple to use, for the electric just pressing the A button cycles the display through the mode date, time, and meter readings.

Meter Guide

Landis Gyr + E470

Smets 1 Gas

Find the mode of the smart meter by pressing the A button and if in credit mode it just says Credit.

CREDIT

PREPAYMENT

ON

This means Credit mode. On the meter below this there should be a box in the bottom left possible with a cross, check if there is a cross or no cross?

OFF

ON

This means Pre-pay mode. On the meter below this there should be a box in the bottom left possible with a cross, check if there is a cross or no cross?

OFF

This means the meter is allowing power through. If there is no electric, check the Isolation switch, consumer unit or electric appliances. Call GES on 01733 646253 from site.

This means the meter isn't allowing power through. A message should up, press the B button twice. Press A to confirm all the gas appliances are off, then hold down A until it says Release A. Call GES on 01733 646253 from site.

This means there is credit or emergency credit on. Likely these are BG smart meters so we can ask them to communicate with the meter to top up. Call GES on 01733 646253 from site.

If this says off, to activate emergency credit a message should come up. To accept emergency credit press A,A,A and then B to confirm. We will need to ask BG to see if they can communicate with the meter to top up or change to credit. Call GES on 01733 646253 from site.



Landis Gyr + E470

Smets 1 Gas

Extra Information

These meters are very simple to use, for the Gas pressing the A button goes through everything - the mode and the meter readings.