

EML-TU Quick Start Guide FOR RESIDENTS

Welcome to your new Smart Prepayment Meter

How to topup – scan QR code to go to payment site

1. Visit <https://payments2.topupmeters.co.uk>
2. Enter the meter serial number first including 'EML'
3. Then enter the 5 digit ID code exactly as shown on the front of the meter in the box
4. Click Next to topup as a guest and follow the steps to make payment



Note: Login to register an account and store your meter details and preferred payment method. By registering an account you can also keep track of energy usage, payment history, and get alerts when credit balance is running low.

Emergency Credit

- When balance has run out or is below £1, press B three times to apply Emergency Credit.
- This is normally set to £3 or other amount set by the landlord.

Other Useful Information

To scroll the display tap the A button. Meter readings, tariffs and daily standing charges will show.

Need help?

Email: support@topupmeters.co.uk

Phone: 0330 223 4419

FAQ

Q: How long does it take for credit to reach the meter?

A: Normally topups reach the meter instantly. In rare cases it could take longer where the phone signal is poor. If you cannot wait, then follow these steps to manually enter the 20 digit topup code sent by email after topping up.

- i. Hold B for 5 seconds
- ii. Enter the first digit of the topup code by pressing B to increase the number by 1 each time.
- iii. Press A to move to next number
- iv. Repeat above 2 steps until all 20 digits are entered
- v. Then press A once more

Q: I have made a topup but the power is not on.

A: Press A or B several times to reset the supply. For added convenience this is sometimes disabled if the meter is not easily accessible.

Q: Is there a fee when purchasing a topup?

A: No – there are no fees or deductions when topping up online. Users only pay energy tariffs and standing charges.

Q: What other ways can I topup?

A: Over the phone 0330 223 4419 during office hours of 9-5 Mon-Fri.

Q: Can I check my balance remotely?

A: Yes by logging in on the payment website.

Q: Who is my energy supplier?

A: The landlord is recharging energy at the same price they purchase from the grid. Topupmeters manage payments and are not an energy supplier.

Q: How do topups get to the meter?

A: Topups are sent over the mobile phone network. Topup smart meters have integrated GPRS 2G/4G LTE modules with global network roaming SIMs. They will use the strongest network to ensure reliable communications at all times.

Q: Do I get low credit alerts?

A: Low credit alerts are sent by email and text message. When the balance goes below £10 an email is sent. And when credit goes below £5 a text message is sent to the contact details provided from the last topup payment.