SMETS2 Pay as you go Installer guide

Commissioning process for Pay as you go







Part of the

Successful Installation Journey (ELEC)

The Electricity process is the same as usual for a SMETS2 install with one exception…

Energise Electric meter and ensure the CCU remains off until after commissioning.

1. Scan Assets

Capture accurate details and scan serials numbers. Install only the meter, not the comms hub.



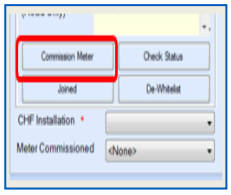
2. Keep Alive

A signal is required for commissioning



3. Press Commission

Press Commission on the Toughpad within 15 minutes of power up



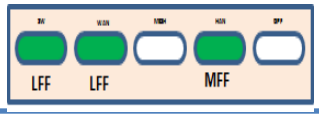
4. Check status

After pressing Commission, confirm the successful TXID message is received



5. Establish HAN

The HAN LED should be MFF. The SW & WAN LED will remain LFF



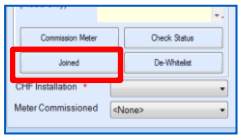
6. Elec meter joined

A solid signal icon will appear on the ELEC meter & confirm it has commissioned



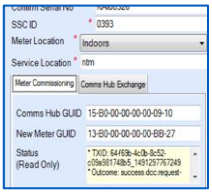
7. Press Joined

Press joined on the Toughpad



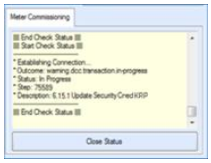
8. Check status

After 2 minutes press check status



9. Proceed to next job

Wait for 1.6 to show the meter has transitioned into Friendly Mode.



You must see the 1.6 service request or F on the meter display

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Successful Installation Journey (GAS)

The Gas process is the same as usual for a SMETS2 install with one exception…

1. Scan assets

Scan the meter & comms hub details.



2. Existing Gas

Power up the new gas meter at the existing gas meter position by pressing A.



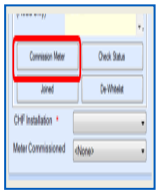
3. Keep Alive

A signal is required for commissioning.



4. Press Commission

Press Commission The meter MUST be commissioned at the meter point.



5. Join HAN

Navigate to the HAN join menu. Long press B Short Press B.



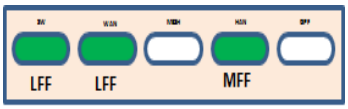
6. Join OK

Gas meter will display join ok message. Press A to continue.



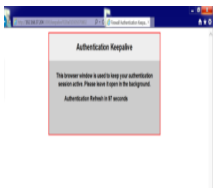
7. Establish HAN

The HAN LED will be in MFF for up to 10 minutes.



8. Keep Alive

A signal is required for commissioning.



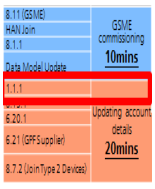
9. Press join

Press join on the Toughpad, The meter will wake up every 4 mins for 1 hour.



10. Check Status

Press check status & wait for 1.1.1 message, then exchange the meter.



11. Proceed to next job

Wait for the 1.6 service request before you press B on meter to access meter index screen to complete purge, relight & pressure test.

You must wait for 1.6 service request before moving onto the PPMID install and setup.

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Successful Installation Journey (PPMID)

The PPMID process is the same as usual for a SMETS2 install with one exception…

1. Keep Alive

A signal is required for commissioning



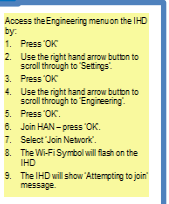
2. Plug in & power up

Plug In & power up the PPMID as close the Elec meter as possible



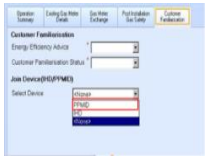
3. Join network

Navigate to the engineer Menu & prepare the PPMID to join the HAN



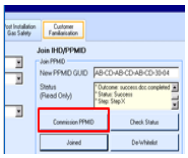
4. Select PPMID

Scan the GUIDS & ensure you select PPMID in the drop down



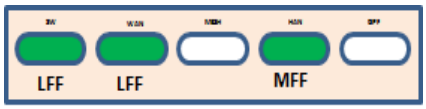
5. Press commission

Press commission & wait for the TXID success message



6. HAN join

The HAN LED will be flashing at a medium frequency



7. PPMID updates

The PPMID will show a solid WIFI symbol, the time will update and the device will beep three times



8. Press joined

Check keep alive before pressing joined and look for TXID success message



9. Check for consumption

Wait for 1 minute & check the PPMID for consumption



10. Customer familiarisation

Talk the customer through the device familiarisation as usual. Including Emergency Credit, Top-Ups, Budget Setting, How to activate UTRN

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Providing great customer service

Customer services should outline all of the benefits to the customer. However if the customer has any questions for you, here are some examples of the information you can provide to the customer:

What's a Top up reminder?

A top up reminder, also known as a low balance alert, can be set up through My Account online. You will receive a low balance alert when your meter balance is running low.

How will being able to see what I'm spending help me?

Your in-home display will show you when you're spending a lot so that you can make a decision on what appliances or lighting to turn down or switch off and help you save money.

How does an automatic top up work?

You can control when you want your meter to be topped-up and by how much. We'll then take a payment from your chosen debit or credit card.

Can I pay a debt through my Pay as you go meter?

Not a problem. When you switch to Pay as you go, you can pay off the outstanding amount in instalments through your meter.

How do I activate the £10 emergency credit?

You can do this through either your in-home display or by using the button on your smart meter. If you use your emergency credit you will need to pay it back the next time you put credit on your meter.

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Providing great customer service

Customer services should outline all of the benefits to the customer. However if the customer has any questions for you, here are some examples of the information you can provide to the customer:

How do I top up?

There are a number of ways you can top up your meter; using MyAccount, over the counter using your top up card, over the phone using interactive voice recognition software or via a call with a customer service advisor.

How do I get a Credit refund?

Any credit on your Prepayment meter will be recorded on the Toughpad, this will be transferred to your Pay as you go meter within 24 hours.

How is the current debt captured?

We will capture the amount of debt at meter exchange through the ToughPads. This will be loaded to the Pay as you go system through a back office process but it will not be automated.

For more information direct the customer to our website; edfenergy.com/payg, where they can find a user guide.

They can also call us on 0333 200 5104 . Lines are open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.

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PPMID Enhancement

Trials have taken place in EDF Energy to see how we can enhance the success rate of a working PPMID. 3 key areas have been identified that will help to improve the overall success rate, to enable our customers to have a fully working PPMID in their homes.

These 3 actions are simple and will be very successful if used on all PPMID installs.

- Wait for three beeps to confirm HAN connection
- No response (3 beeps) within 7 mins, press 'De-whitelist' and attempt new PPMID – this will mitigate the impact of multiple PPMIDs showing in our systems reducing back-office exceptions
- When consumption not shown, advise customer to leave PPMID connected/powered on for minimum of 7 days – to allow back-office exceptions to be progressed before customer unplugs and puts into a drawer

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PSU and GIST Top Tips

- You can access the 'OWED' screen by cycling through screens on the meter display by pressing the A button.

- To be able to read the debt values on the meter the customer will need to have their key / card for their existing meter available (They usually do but there are occasions when they don't). This will be managed via Customer Services and explained to the customer ahead of the appointment date.

- If the customer does not have their card available use your PSU to issue a new card for the Electricity meter as the existing debt is not available to see on the meter without the customer card.

- GIST card is not needed to get credit and debt values, this is normally only used on Legacy Gas Meters. For the large L+G brown meters you must have the customer card or GIST.

- If the customer key/ card is onsite, place this in the meter and cycle through the display screen using the A button. It will take you through all of the info on the meter, total vend, meter reads, tariff, debt and emergency credit amount.

- Only clear down the meter once you have commissioned the SMETS2 Gas meter and you are ready to complete the physical exchange.

- Please use your PSU workbook and re-familiarise yourself with the steps to take to use your PSU.

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Notes

- The Work Smart Guide is a tool which stores up to date versions of all current Troubleshooting Guides (TSGs) and documents designed to help you whilst onsite.
  This document can be used as a step by step guide on how to use and navigate the Work Smart Guide.
  If in any doubt whilst commissioning onsite, please follow the BAU route of following the TSG and then contacting TSS if in any doubt.
  Please ensure you save the link to your favourites in your phone. The instructions on how to do this can be found in your Work Smart Guide How to use document, also found on the Work Smart Guide one the Guides page.
  Find the Work Smart Guide and all Troubleshooting guides here via Google Chrome or Internet Explorer on your Smart Phone:
  https://edfenergyuk-gb.custhelp.com/app/home

- The phone number for commissioning support for SMETS2 meters has changed to one number, effective immediately, please change the phone number in your mobile phone memory to **0333 009 7004**.

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Notes

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