

FREQUENTLY ASKED QUESTIONS



**Q: When as a landlord/management company do we get payment from the Tenant Top ups ?**

**A:** Payment is monthly. Cut-off dates are 7th, 14th, 21st or 28th of each month.

When enrolled a payment date will be allocated and your payment will be made the next working day.

ie. If the allocated date is the 7th of each month, all transactions for the previous calendar month upto and including the 7th (11H59) will be paid the next working day, 8th.

**Q: Can I see how much credit is on the meters remotely ?**

**A:** Yes, as a landlord, you can view through the Meters UK Web portal. You will be issued a User Name and Password which will give you access to all the meters in your portfolio and will also show current credit of each.



Select meter for report

From Date

To Date





Serial No.	Name	Credit Left	Date	Time
123456789101	The Square Unit 1	2.3 GBP	07/Mar/2018	06:00
123456789111	The Square Unit 2	41.6 GBP	07/Mar/2018	06:00
123456789112	The Square Unit 3	12.74 GBP	07/Mar/2018	06:00

**Q: Can I collate the actual meter readings. ?**

**A:** Yes. As above, select your from and to date range and click on **Total for all devices**.



Select meter for report

From Date

To Date





Serial No.	Opening	Closing	Used
185100000	5,045.0 kWh	5,226.1 kWh	181.1 kWh
185100001	1,547.7 kWh	1,627.0 kWh	79.3 kWh
185100002	1,749.0 kWh	1,805.3 kWh	56.3 kWh

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**Q: What if I require to change the tariff's charged ?**

**A:** Please provide a written request contact by email [smartlink45@meters.co.uk](mailto:smartlink45@meters.co.uk). Please include property details and new pricing required.


**Q: What are the standing charges for ?**

**A:** A standing charge covers the cost of providing the service. It includes

- the cost of the Sim cards
- financial transactions through Barclays Bank
- Providing System Security such as HTTPS (Virtual private network)
- Regulatory DCL
- Internet Gateway & Web Hosting
- Customer Service & Payment Administration

The standing charge is decremented from the tenant's credit on a daily basis and is charged as follows:-

1 x Utility 0.25p per day  
 2 x Utilities 0.45p per day  
 3 x Utilities 0.55p per day



**Utility companies charges**

Electricity	Gas
30.48 p	28.30 p



0.24 p	0.336 p	0.28 p
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**Metered supply including drainage**  
 (Average primary metered supply standing charges :  
 3 utilities = 0.87p pday)

**Q: What are the regulatory guidelines for re-sale of energy and water ?**

**A:** Ofgem regulations state that if you provide independent services including your own metering equipment, the price for which he charges his customers for those services is not subject to a maximum price.

*[From the Ofgem document 'The Resale of Gas & Electricity for Resellers 14th October 2005]*

**Q: What are the Terms and Conditions of sale for the SmartLink45 Prepayment Metering System ?**

**A:** Full Terms and Conditions can be found on our website at :  
[www.meters.co.uk/products/automatic-top-up&prepaymentmetering/](http://www.meters.co.uk/products/automatic-top-up&prepaymentmetering/)

**Q: What Tenant support do you supply ?**

**A:** Registration & Tenant login provides an easy to follow guide with a video download available.

**Q: What system tests are made prior to dispatch ?**

**A:** The SmartLink45 modem, communications network and web portal are fully tested and enabled prior to dispatch. Once the system is enabled, the per day standing charges also take effect within 3 days.