



E N E R G Y

# MY ELECTRICITY METER IS DISPLAYING ERROR MESSAGES

**If the error code that your meter is showing is displayed below, please follow the appropriate action.**

Otherwise, contact us on 0115 9758 258.

Error Message	What this means	Action
Error 10	Either the chip in your prepayment key is dirty or your key needs reprogramming	Clean the chip in your prepayment key with a soft cloth and re-insert into your meter. If your meter still does not work, contract us on 0115 9758 258
A3	The key has been removed too quickly	Reinsert your key. If the problem persists, contact us on 0115 9758 258
C2	Your meter is not on the correct tariff	Please top up to set the correct tariff. If the problem persists, contact us on 0115 9758 258
D1	There is a communication error between the key and the meter	Reinsert your key in the meter. If the error message persists, contact us on 0115 9758 258

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