



ENERGY

MY GAS METER IS DISPLAYING ERROR MESSAGES

Here are some of the most common error messages and the information you'll need to fix them.

Display	What this means	What you need to do
Call help	Your meter has a fault which we'll need to look into	Please contact us - we'll need to arrange an engineer to come and take a look
Card fail	There may be dust on the card, or the card may have been inserted the wrong way around	Clean the card with a dry cloth and try again, making sure that it's the correct way around. If this does not work, please contact us and we'll get you some help
Card not accepted	The card isn't accepted by your meter	Make sure you're using the right card. Check that it's clean, then try again
Blank display	A battery power saving display	Press the red button A to make to display reappear
Battery low	The battery in your meter is running low and will need replacing soon	Nothing. A message will be sent to us when you top up your card. An engineer will be sent to replace your battery soon
Dashes on screen	Your meter has a fault which we'll need to look into	Please contact us - we'll need to arrange an engineer to come and take a look
Please wait	Your meter is having trouble reading your card	Remove the card and wait 2-3 minutes before re-inserting. If this does not work, please contact us and we'll get you some help