



**Waterside
Mooring**



**Canal &
River Trust**

Smart Meter Installation

Frequently Asked Questions

- 1. What is the security for the new set up? How can I prevent someone else using my electricity?**

Each moorer will be provided with a PIN unique to that customer. To activate your electricity, you will need to input your PIN. If someone disconnects your cable, your PIN will be deactivated and can only be reactivated by you when you reconnect. Your account and PIN is unique to you. If you moved from that site and went to another site with hook up, you would be able to connect to a bollard there and just enter your PIN so the account follows you as you move sites.

- 2. Will the moorer have visibility of the meter readings at the mooring?**

Yes, the meter readings will be visible.

- 3. Can the power be secured off by the moorer during periods electricity is not required – i.e. when away cruising?**

Yes, you activate usage to your account using your PIN. This means as soon as you disconnect your cable, your account is suspended until you reactivate it either at your home site or another Trust site where electricity is available. It does mean in theory that someone else could use your bollard in your absence but only if they had an account and a PIN and they would pick up the bill, not you.

- 4. My bollard has a light and water supply with electrical heating system for frost protection, will this remain?**

It is likely that you will retain the bollard you have and the smart meter will be installed to that bollard. If the bollard is to be replaced, it will be on a like for like basis i.e. you will retain all the facilities you currently have.

- 5. Will we pay just for electricity used or will we have to pay a standing charge too?**

You will be paying a standing charge but this will be incorporated into the rate per kwh.

The current rate per Kwh is 0.10683 pence and the standing charge is 0.00417. The electricity charge incorporates VAT at 5% and the standing charge incorporates VAT at 20%. This gives a combined fee of 11.10 pence per kwh.

- 6. Can payments be made directly into a bank account instead of using the payment gateway?**

No, if payments were made into a bank account, there would be no record of who made them and the money would not be allocated to your customer account on the payment gateway.

- 7. Is the payment gateway secure?**

Yes, the "S" on the <https> of the address ensures this is a secure connection and has passed the PCI-DSS compliance.

8. How do I top up my account?

Go to the payment gateway - <https://gateway.meter-macs.com>. Log into your account and select the option to top up. Payment methods include debit and credit card.

9. Is there a minimum amount I have to top up by?

Yes, the minimum top up value is £10.

10. What is the 30p transaction charge that is added to each top up for?

The 30p charge is an operational service cost we incur which we pass on to customers when they top up their smart meter account via the gateway. The contractor we employ to operate the pre-payment system, Meter Macs, is charged 30p by the card service provider and Meter Macs pass on this cost to us. We in turn recover this cost from the customer when the customer uses the gateway to make the electricity pre-payment. We do not make any profit on the transaction. The 30p charge is not part of the electricity resale price which is set with regard to Ofgem guidance to electricity resellers. In line with this guidance, it's legitimate for us to pass on to users costs we incur from our contractors in providing these services/facilities. The charge levied is per transaction and not linked to the amount of the top up i.e. it's 30p whether you top up by £10 or £100.

11. I have registered my account on the payment gateway and tried to top up but my payment keeps failing, why is this?

When your details are submitted through the sagepay secure system, it submits your payment through to your bank for approval. If the payment declines, this will be due to your bank declining the payment and this could be for the following reasons.

- a) Incorrect card details entered
- b) CV2 number is missing (this are the last 3 digits on the back of the card)
- c) Expiry date not entered
- d) The name on the card isn't entered as it is shown
- e) Billing address is incorrect. It is **essential** that the billing address you enter is shown exactly as it does on your statement.
- f) Incorrect card type selected, i.e. Visa Debit, Mastercard Credit

12. Can I manage, top up my account and toggle the power using my smart phone?

Yes, just log on as you would with a computer using the address <https://gateway.meter-macs.com>

13. Can I view and download my usage and statements?

Yes, you can download your monthly usage.

14. If a customer has more than one craft how will this affect them on the payment gateway?

Customers with multiple crafts will be allocated separate "dummy" customer numbers for use on the meter macs system only. In order to register each craft on the payment gateway separate email addresses will be required for each account to maintain security for each account.

15. How do I top up if I have no debit/credit card (or even if my internet connection has died)?

You could potentially pay by cash, although most customers are likely to have a Debit/Credit Card. For those without the internet, we can accept Debit/Credit Card payments over the phone during working hours.

16. What warning does the system issue regarding levels of credit and consumption rates so customers can judge when it is necessary to top-up?

Customers can get their balance in the following ways:

- Reviewing their balance online on the payment gateway
- By entering their account details at the keypad on site, to obtain your balance key in: # customer No. # PIN then * (star).
- Automatically by the system which will email you when your balance gets to the 'Low Balance Threshold', which is 10% of your last top-up. Therefore, if you top up with £50, the Low Balance Threshold will be £5.

17. If I give up my mooring or boat, what is the refund process for closing the account?

If you leave your mooring, by contacting a member of the Moorings Team, your account can be closed and a refund given.

18. If I terminate my mooring and become a continuous cruiser or take a private mooring, can I keep my electricity account?

No, the electricity use is only permitted for customers who have long term moorings with us on a site where the smart bollards are installed. If you terminate your mooring, any credit on the account will be refunded to you and your account will be closed.

19. The reference to 'GPRS' implies there is a mobile telephone connection somewhere in the system. What happens to the supply/credit top-ups when the local cell goes down (or any component of the system involved)?

If the mooring site GPRS unit loses it's signal, those already connected to the supply will be unaffected. Those trying to connect to the system, or have run out of credit, can contact the Mooring Team for assistance or if out of hours, the on call team. They will be able to provide you with a top up.

20. When I vacate site should I switch off the Residual Current Device (RCD)?

No, when you vacate just disconnect your plug and your account will be suspended until you reconnect and enter your customer details. Leave the RCD trip switch on, otherwise it will be flagged up as an error on the console.

21. When I access my gateway account – my dashboard is blank, why is this?

To ensure your account updates each time you log in, please check that all programmes on your computer are fully updated. Check that you are using the latest Internet Explorer, or other browser, version. If you're logging on from a work computer, depending on the organisation's privacy settings you may experience difficulty accessing all areas of your gateway account. If this occurs, please speak to your organisation's helpdesk.

22. How can I check my balance?

You can check your balance on your account at the keypad:

Enter # followed by your seven digit account (customer) number followed by #

When prompted, enter your 4 digit PIN followed by *

This will display your current balance

23. When I try to login to my account, it says details not recognised?

Ensure you are accessing the correct Meter Macs payment gateway.

<https://gateway.meter-macs.com/signin>

if you google Meter Macs and you find the above address with a number 2 after the word gateway, this is the incorrect site and you will not be able to access your account via that website. Please use the one given above.

24. Who do I contact if I am having problems connecting to the electricity supply or topping up my account?

During office hours – 8.30am – 5pm – Monday-Thursday, 8.30am – 4.30pm – Friday

Please telephone **0303 040 4040** and ask for your Mooring Manager or Mooring Coordinator who will be able to assist you.

Out of office hours – please telephone **0800 47 999 47** and ask for the on call team that deal with Smart Meters.