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Top up meter error codes and messages

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If something's wrong with your top up meter, key or card, your meter will show an error code or message.

Here are the most common errors, along with advice on what to do next.

Electricity meters

If your screen is blank

This happens when your meter goes into fail-safe mode, usually after a power cut.

We'll need to replace your meter, but you can top up as normal until we do.

[Get in touch](#) and we'll book an appointment to get your meter replaced.

If your meter shows an error code

Error code	What the code means	What to do next
1, 2, 3, 50-99	There's something wrong with your meter and we might need to replace it.	Get in touch . We'll book an appointment for an engineer to come to your home.

<p>D2, D4, 10</p>	<p>Your key isn't talking to your meter correctly.</p>	<p>Get in touch and give us your meter serial number. We'll then give you a code so you can get your key reset at your nearest PayPoint, Payzone or Post Office.</p>
<p>6, D6</p>	<p>You might be using an old or the wrong key for your meter.</p>	<p>If you're sure you used the right key and it didn't work, or if you added credit to the wrong key, get in touch. We may ask you for a photo of your top up receipt or meter. We'll then give you a code to take to your nearest PayPoint, Payzone or Post Office, so you can get your key reset or top up refunded.</p>
<p>11-45</p>	<p>There might be something wrong with your key.</p>	<p>Get in touch. We'll give you a code to take to your nearest PayPoint, Payzone or Post Office. They'll either reset your key or set up a new one for you.</p>

Gas meters

If your screen is blank

Your gas meter's screen turns itself off to save battery.

Press the red A button on the meter to wake up the screen.

If your meter shows an error message

Error message	What the message means	What to do next
----, M****	There's something wrong with your meter.	Get in touch . We'll book an appointment for an engineer to come to your home.
Battery, Battery fail, Battery low	There's a problem with your meter's battery.	Get in touch . We'll book an appointment for an engineer to come to your home.
Call help	There's something wrong with your meter.	Get in touch . We'll work with you to find out what's wrong with the meter, or book an appointment for an engineer to come to your home.
Card fail (04, 28, 35, 38), Card pass	Your meter is having trouble reading your card.	Wipe the card with a dry cloth and put it back into your meter. If this doesn't work, get in touch .
Card not accepted	There's something wrong with your card.	Get in touch . We'll work with you to find out what's wrong with the card, or book an appointment for an engineer to come to your home.
Please wait	Your meter is having trouble reading your card.	Take the card out of your meter, wait 3 minutes, then put it back in.