



Smart Meter Installation

Frequently Asked Questions

1. How do I log in and top up my account?

Go to the payment portal - [Sign In | Meter MACS Portal](#) Log into your account and select the option to top up. Payment methods include debit and credit card.

2. How do I reset my Password?

Follow these steps to reset your password:

- On the Sign-In page, click on the '**Forgot Password**' link.
- Enter your email address in the provided field.
- Check your email inbox for a message from us. If you don't see it, please check your spam or junk folder.
- Open the email and click the '**Reset Password**' button. This will direct you to our password reset page.
- Follow the on-screen instructions to create a new password.

NB: The password reset link expires after 15 minutes.

*PS: Attempting to use an expired link will result in an '**invalid token**' alert.*

3. Why is my usage abnormally high on certain days?

The daily usage chart is an estimate of how much energy you have used over each 24-hour period. We normally calculate this using meter reading taken at roughly the same time every night (around 2:00 AM). Most of the time, this gives you a good view of your day-to-day usage. However, there are a few reasons a particular day can look unusually high:

- The "day" might not be exactly 24 hours. Sometimes the reading is taken a bit earlier or later than 2:00 AM, so the period shown is slightly longer or shorter than 24 hours. This can make that day's bar look a little higher or lower than normal.
- Missed readings are added together
If the meter in the bollard goes offline for a while (for example, due to a temporary connection issue), we might miss one or more nightly readings. When the meter comes back online and we receive the next reading, the system has to catch up and will show all the usage since the last reading on a single day.

Example:

Last reading: Monday 2:00 AM

Next reading: Thursday 2:00 AM

The system will show a higher usage on Wednesday, because that value now includes Monday, Tuesday and Wednesday combined.

- How you can spot this in your chart?

A good hint that this has happened is if:

Your power session runs over several days, and

In the usage chart you see one or more days showing zero (or very low) usage, followed by a large spike.

- In this case, that spike is the total usage for the days where the chart shows no usage, because we could not obtain meter readings on those days.
NB: So if you see a sudden spike on one day, it doesn't necessarily mean you used a lot more power that day - it usually means several days' usage have been grouped together due to missed readings.
PS: Remember: we always calculate usage and balance with the opening and closing meter reads on your session, so your statement is the best and most accurate reflection of your usage and charges.

4. How can I get Power to the socket?

To get power to the socket, follow these steps:

- Make sure you are plugged in into the socket you want to use.
- Sign In into your account and go to the dashboard.
- Click the '**Power Up**' button to start a session.
- From the pop-up modal, select the Site and Area you are in.
- Click '**Next**' to confirm your selection, then select the socket you are using.
- Click '**Power Up**' to begin the process.
- Please wait for the socket to be powered up. You will receive a notification when the process is complete.

NB: Please note that the power-up process can take up to a few minutes to complete. Please do not unplug your device until the process is finished.

*PS: Occasionally, the socket may not power up after the process. You can manually toggle the socket **ON** using the switch on the dashboard.*

5. Why can't I power up?

There are several reasons why you might not be able to power up a socket. Firstly, check that your socket is firmly connected to the bollard.

On the portal, follow the process to select your site, area, and socket.

Check the status of the chosen socket:

- **Available:** A socket is plugged in, and the system is ready to load an account.
- **Fault:** The socket is currently reporting a fault and cannot be used. Please contact the site administrator or support for assistance.
- **Occupied:** Another user has their account loaded to this socket and is currently using it. Please select a different socket.
- **Unplugged:** No socket is detected as plugged in. It may take a few seconds for the system to detect a newly plugged-in socket. If the status remains as '**Unplugged**', please check the connection.

If after following the steps you are still unable to power up, check that you have sufficient signal strength on your device and that your page is updating correctly.

In the instance of a fault developing, please contact the site provider for more information or to find an alternative socket.

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6. Why can't I top up?

There are a number of possible causes for top ups to fail.

- Check that the address details entered on your account match the details held by the bank/ card issuer in exactly the same format.
- Check you are using a supported card, e.g. *Visa or Mastercard branded debit or credit card. We do not accept AMEX.*

- Check with your card provider that there are no restrictions on your card, e.g. *online transactions being blocked from untrusted merchants*.
- Check if you have extra security features on your card, e.g. *3D Secure*, and ensure you complete any additional verification steps required.
- If 3D Secure is enabled, ensure that your device is not blocking pop-ups or redirects, as these are often used to complete the verification process.
- Make sure you have sufficient funds or credit available on your card to complete the top-up.
- Try using a different card if you have one available.

If you are still having difficulty topping up, please contact your site provider in the first instance for assistance.

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7. How do I refund my balance?

To refund your balance, follow these steps:

- Make sure you are logged in to your account.
- From your dashboard, click on the '**Refund**' button.
- A pop-up window will appear with a list of your transactions. Please select the transaction you want to refund.
- Click '**Next**' to confirm the transaction you want to refund.
- Verify the details of the transaction and click '**Refund**' to proceed.
- Please wait while the system processes your refund. You will receive a notification when the process is complete.
- Once the process is complete, your balance will be updated.

NB: Please note you can only refund up to the transaction amount, or the remaining balance in your account.

PS: Refunds may take a few minutes to process. Please do not navigate away from the dashboard until the process is finished.

8. How do I get a receipt for my top up?

Receipts are now available. Go to the statement screen and any completed session on your account will have a button for the receipt. If you are on a mobile, tap on the session row and the receipt button will appear.

- Top ups are not eligible for a receipt, as that are not purchasing any goods or services, it is simply adding funds to your account to be held until the point of consumption.
- Receipts are only generated after the session is completed. It will show the number of units consumed and the relevant costs and VAT.
- Receipts can be downloaded or printed from the window that appears with the breakdown details.

9. Notifications: what are they used for?

Notifications are used to inform you of important information regarding your account and sessions, which can be accessed by clicking the bell icon in the top right corner of the portal. By clicking the bell icon, a dropdown menu will appear showing your notifications. The notifications may include:

- **System messages:** These may include information about system maintenance, updates, or any issues that may affect your account or sessions.
- **Session updates:** Notifications about the status of your current sessions, such as when a session has started, paused, resumed, or ended.

- **Account alerts:** Important alerts regarding your account, such as low balance warnings or payment issues.

By clicking on a notification, you can view more information (e.g. *Confirmation that your account has been loaded and powered up after a system retry message*).

10. What if I have the wrong provider listed?

On the dashboard screen, you will see buttons to add a new provider.

- Clicking this button will open a new window where you will be able to scroll through to find the provider for the site you are visiting.
- You will be required to tick the box accepting the terms and conditions of the site provider.
- Once added, you will be able to top up and add credit to use at that site.

NB: Please note that top up already made to the incorrect provider will need to be refunded to you. Transfer between providers is not possible as they are all separate entities.

PS: All funds topped up in the system are paid directly to the site provider

11. Closing or deleting your account

Within the settings section, you have the choice of closing your account temporarily or deleting it.

- Both options are managed per asset, e.g. *My Boat registered with Marina A, and My Caravan registered with Site B.*
- Closing your account temporarily will suspend your account from use and allow you to have your asset reactivated so that it can be used again, with the same or a different provider.
- Deleting your account will permanently delete the details for that asset with that provider. If you wished to use the services again in the future, you will need to create a new account with the provider.

NB: Please note that when closing or deleting your account, any remaining balance will need to be refunded first. The system does not automatically refund unused credit.

12. What is a multifactor authentication (MFA)?

To enhance the security of your account, we have added the option to enable multifactor authentication (**MFA**).

MFA is a process to secure your account by checking that you are the legitimate owner of the account by using a second method of verification, in addition to your password. **TOTP** (Time-based One-Time Password) is the most common method of **MFA**, and involves using an app on your smartphone to generate a unique code that changes every 30 seconds. This code is then used in addition to your password when logging in to your account. The other method of **MFA** is via email, where a code is sent to your registered email address that you need to enter in addition to your password when logging in.

If you cannot enter the code, you will **not** be able to access your account.

To enable MFA on your account, follow these steps:

- Go to the settings section of your account.
- On the right hand site, you will find the 'Enable **MFA**' button.
- Clicking the button will open a pop up window where you can choose your preferred method of **MFA**, either **TOTP** or email.
- Choose your preferred method.
- Enter your password to confirm the change.

- If you have selected **TOTP**, you will need to scan the QR code using your authenticator app (e.g. *Google Authenticator, Authy, etc.*) and enter the code generated by the app to complete the setup.
- If you have selected email, a code will be sent to your registered email address. Enter the code in the provided field to complete the setup.
- Once **MFA** is enabled, you will be required to enter a code from your chosen method each time you log in to your account.

NB: Once turned on, you will need to authenticate via app or email each time you log in.

13. Can I transfer funds between assets?

No, you cannot transfer funds from one asset to another. Although your assets are all accessible under login, each asset has a separate balance and transaction history.

If you have more than one asset registered with the same provider, and wish to move funds between them, please contact your site provider for assistance as they may be able to move credit between your assets, but this is not guaranteed.

14. How to add a shortcut to your mobile device

If you use a mobile device to access the portal, it is possible to add a shortcut to your home screen for quick access.

The website will behave like an app, and you will not need to open your web browser and enter the URL each time you wish to access the portal.

To add a shortcut to your home screen, follow these steps:

- Open your web browser and navigate to the portal website.
- Once the website has loaded, on iOS (Safari), tap the '**Share**' icon at the bottom of the screen (*a square with an upward arrow*). On Android (Chrome), tap the three-dot menu icon in the top right corner of the screen.
- From the menu that appears, select '**Add to Home Screen**' or '**Install App**'.
- You may be prompted to enter a name for the shortcut. You can use the default name or enter a custom name.
- Tap '**Add**' or '**Install**' to create the shortcut on your home screen.
- The shortcut will now appear on your home screen. You can tap on it to quickly access the portal.

NB: Please note that the exact steps may vary slightly depending on your device and browser version.

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

Each moorer will receive a PIN that is unique to their account. To activate your electricity supply, simply enter your PIN. If your cable is disconnected, the PIN will automatically deactivate and can only be reactivated by you once you reconnect. Your account and PIN are exclusive to you, and they move with you. If you leave one site and moor at another with electric hook-up, you can plug into a bollard there and reactivate your supply by entering the same PIN.

16. Will the moorer have visibility of the meter readings at the mooring?

Yes, the meter readings will be visible.

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

Yes, your PIN is what activates electricity usage on your account. As soon as you Vacate your account, this automatically closes your account until you reconnect and reactivate with your PIN number, whether that's at your home mooring or any other Trust site with electric hook-up. In theory, someone else could use the bollard while you're away, but only if they have their own account and PIN — and any charges would be billed to them, not you.

18. 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.

From 8th April 2025 the Canal & River Trust has renegotiated the electricity price for the forthcoming year and the new price is as follows:-

Price charged ex VAT – £0.33 pence per kwh

Total price including VAT - £0.3465 pence per kwh

19. Can payments be made directly into the Trust's bank account instead of using the payment portal?

No. If payments are made into your general customer account with the Trust, we're unable to transfer those funds to your electricity account. To top up your electricity, payments must be made directly through your customer record on the payment portal.

20. Is the payment portal secure?

Yes, the "S" on the [https](#) of the address ensures this is a secure connection and has passed the PCI-DSS compliance.

21. How do I top up my account?

Go to the payment portal - [Sign In | Meter MACS Portal](#) Log into your account and select the option to top up. Payment methods include debit and credit card.

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

Yes, the minimum top up value is £10.

23. I have registered my account on the payment portal 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) Email address is incorrect. It is essential that the email address is typed using the correct upper and lower case and ensuring that there is no space at the end of the email address.

24. 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 [Sign In | Meter MACS Portal](#)

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

Yes, you can download your monthly usage.

26. 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 portal
- Automatically the system will email you on three separate occasions 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. If you ignore the email and your credit runs out, the electricity will be switched off.

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

Electricity usage is only available to customers with long-term moorings at sites where smart bollards are installed. If you end your mooring agreement, any remaining credit on your electricity account will be refunded and the account will then be closed.

28. 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's GPRS unit loses signal, anyone already connected to the supply will remain unaffected. Customers who are trying to connect for the first time, or who have run out of credit, can contact the Mooring Team for support, or the on-call team if it's outside office hours. They'll be able to help you.

29. 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 vacated 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.

30. When I access my portal account – my dashboard is blank, why is this?

To make sure your account updates correctly each time you log in, please ensure all programmes on your computer are fully up to date. Confirm that you're using the latest version of Internet Explorer or your preferred browser. If you're accessing the portal from a work computer, your organisation's privacy settings may restrict access to some areas of your account. If this happens, please contact your organisation's helpdesk for support.

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

Ensure you are accessing the correct Meter Macs payment portal.

[Sign In | Meter MACS Portal](#)

32. 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 the Waterside Mooring Support Team 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.