

TROUBLESHOOTING GUIDE

If you experience a problem with your M-Power system, try the steps below before calling SRP.

DISPLAY UNIT MESSAGES

MESSAGE	CAUSE	SOLUTIONS
Already used Please remove	<ul style="list-style-type: none">• Smart Card already used.• Using wrong Smart Card.• Last purchase did not get loaded on Smart Card.	<ul style="list-style-type: none">• Use a Smart Card that contains energy credit or purchase energy credit at any SRP PayCenter location.• Try all your Smart Cards to make sure the correct one is being used.• If you think your last purchase was not loaded on your smart card, call SRP Customer Service at (602) 236-8855 for assistance.
Bad card	<ul style="list-style-type: none">• Wrong SmartCard used.• Information on Smart Card is incorrect or missing.• Smart Card(s) damaged.• Smart Card expired.	<ul style="list-style-type: none">• Try other Smart Cards in your possession.• Visit an SRP Customer Service Office to replace Smart Cards.
Battery low Please replace	<ul style="list-style-type: none">• Power has been disconnected.• Battery in display unit is dead, weak, missing, or improperly installed.	<ul style="list-style-type: none">• Check that battery is properly installed.• Replace battery. Install a new 9-volt alkaline battery in display unit. If necessary, clean any corrosion on clips with rubbing alcohol and a cotton swab.

MESSAGE	CAUSE	SOLUTIONS
Blank/No Message (Display is blank and no messages appear)	<ul style="list-style-type: none"> • Display unit not properly plugged in. • Power is disconnected and battery in display unit is dead, weak, missing or improperly installed. 	<p>If you have power in the house:</p> <ul style="list-style-type: none"> • Check that the wall outlet is working by testing with another appliance. • Check that the display unit is not plugged into a GFI, surge protector, or switch-controlled outlet. • Check that the plug is not loose. • Check all circuit breakers. Reset if necessary. • Relocate the display unit to another outlet in home. Push blue "Display Cycle" button. Reinsert last Smart Card. • If display unit remains blank, visit an SRP Customer Service Office to replace display unit. <p>If you do not have power on in the house:</p> <ul style="list-style-type: none"> • Check circuit breakers. Reset if necessary. • Replace the battery. Place a new 9-volt alkaline battery in the display unit. If necessary, clean any corrosion on battery clips with rubbing alcohol and a cotton swab. • Relocate the display unit to another outlet in home. Push blue "Display Cycle" button. Reinsert last Smart Card. • If display unit remains blank, visit an SRP Customer Service Office to replace display unit.
Can't read meter Please try later	<ul style="list-style-type: none"> • Bad connection between display unit and meter. 	<ul style="list-style-type: none"> • Check that the wall outlet is working by testing with another appliance. • Relocate the display unit to another outlet in home. Push blue "Display Cycle" button. Reinsert last Smart Card. • If error message continues, visit an SRP Customer Service Office to replace display unit.

MESSAGE	CAUSE	SOLUTIONS
Card not for this unit	<ul style="list-style-type: none"> • Wrong Smart Card used. • Information on Smart Card is incorrect or missing. 	<ul style="list-style-type: none"> • Try other Smart Cards in your possession. • Visit an SRP Customer Service Office to replace Smart Cards.
Card too old Return to office	<ul style="list-style-type: none"> • Smart Card has expired. 	<ul style="list-style-type: none"> • Check date and time on display unit. • If date and time incorrect, call SRP Customer Service at (602) 236-8855 for assistance. • If date and time correct, visit an SRP Customer Service Office to replace Smart Cards.
Check That Display Unit is Plugged In	<ul style="list-style-type: none"> • Power to the display unit has been disconnected. • Display unit is operating on battery power. 	<ul style="list-style-type: none"> • Check that the wall outlet is working by testing with another appliance. • Check that the display unit is not plugged into a GFI, surge protector, or switch-controlled outlet. • Check that the plug is not loose. • Reinsert last Smart Card into display unit.

MESSAGE	CAUSE	SOLUTIONS
Communication problems	<ul style="list-style-type: none"> • Bad connection between display unit and meter. • Display unit not properly plugged in. 	<p>If you have power in the house:</p> <ul style="list-style-type: none"> • Check that the wall outlet is working by testing with another appliance. • Check that the display unit is not plugged into a GFI, surge protector, or switch-controlled outlet. • Check that the plug is not loose. • Check all circuit breakers. Reset if necessary. • Relocate the display unit to another outlet in home. Push blue "Display Cycle" button. Reinsert last Smart Card. • If display unit remains blank, visit an SRP Customer Service Office to replace display unit. <p>If you do not have power on in the house:</p> <ul style="list-style-type: none"> • Check circuit breakers. Reset if necessary. • Replace the battery. Place a new 9-volt alkaline battery in the display unit. If necessary, clean any corrosion on battery clips with rubbing alcohol and a cotton swab. • Relocate the display unit to another outlet in home. Push blue "Display Cycle" button. Reinsert last Smart Card. • If display unit remains blank, visit an SRP Customer Service Office to replace display unit.
Credit full, try card later	<ul style="list-style-type: none"> • The Smart Card being inserted has energy credit that, if loaded, will exceed the maximum amount allowed. 	<ul style="list-style-type: none"> • Wait several days until energy credit on meter is used. • Try again to load energy credit from your Smart Card.

MESSAGE	CAUSE	SOLUTIONS
Credit \$XX.XX pending	<ul style="list-style-type: none"> • Attempts to communicate with meter have failed. • Energy credit from current Smart Card is waiting to be transferred to meter. 	<ul style="list-style-type: none"> • Insert Smart Card into display unit. • Hold both buttons on display unit down. "Credit Pending" and "Try Card Later" messages will appear. Continue holding buttons for 1-2 minutes until credit loads. • If unsuccessful, call SRP Customer Service at (602) 236-8855 for assistance.
Credit pending, try card later	<ul style="list-style-type: none"> • Attempts to communicate with meter have failed. • Energy credit from current Smart Card is waiting to be transferred to meter. 	<ul style="list-style-type: none"> • Insert Smart Card into display unit. • Hold both buttons on display unit down. "Credit Pending" and "Try Card Later" messages will appear. Continue holding buttons for 1-2 minutes until credit loads. • If unsuccessful, call SRP Customer Service at (602) 236-8855 for assistance.
eCode used or attempts limited	<ul style="list-style-type: none"> • Emergency code has already been used or number of attempts has reached limit. 	<ul style="list-style-type: none"> • If unsuccessful, call SRP Customer Service at (602) 236-8855 for assistance.
Insert card to connect to meter	<ul style="list-style-type: none"> • Display unit and Meter have not been linked. 	<ul style="list-style-type: none"> • Insert a Smart Card into the display unit. The message on the screen will change to "Communicating With Meter." • Leave the Smart Card in the display unit until the "Communicating With Meter" message disappears and an audible beep sounds.
Invalid eCode! Try again	<ul style="list-style-type: none"> • Incorrect emergency code has been entered. 	<ul style="list-style-type: none"> • If unsuccessful, call SRP Customer Service at (602) 236-8855 for assistance.
Please insert your card!	<ul style="list-style-type: none"> • Smart Card has been removed from the display unit too soon. 	<ul style="list-style-type: none"> • Reinsert last Smart Card into display unit.
Re-enter eCode!	<ul style="list-style-type: none"> • The emergency code number is incorrect. Additional attempts to enter eCode will be allowed. 	<ul style="list-style-type: none"> • Re-enter eCode until "eCode Accepted" message appears.

MESSAGE	CAUSE	SOLUTIONS
Reinsert card!	<ul style="list-style-type: none"> • Bad contact between Smart Card and UDT. • Smart Card has been damaged. 	<ul style="list-style-type: none"> • Reinsert Smart Card to reestablish contact. • Try other Smart Cards in your possession. • Visit an SRP Customer Service Office to replace Smart Cards.
WARNING low credit	<ul style="list-style-type: none"> • Your energy credit is below the recommended amount. 	<ul style="list-style-type: none"> • Purchase additional energy credit immediately.
WARNING out-of-date information	<ul style="list-style-type: none"> • The display unit has not been able to refresh information for display selected 	<p>If you have power in the house:</p> <ul style="list-style-type: none"> • Check that the wall outlet is working by testing with another appliance. • Check that the display unit is not plugged into a GFI, surge protector, or switch-controlled outlet. • Check that the plug is not loose. • Check all circuit breakers. Reset if necessary. • Relocate the display unit to another outlet in home. Push blue "Display Cycle" button. Reinsert last Smart Card. • If display unit remains blank, visit an SRP Customer Service Office to replace display unit. <p>If you do not have power on in the house:</p> <ul style="list-style-type: none"> • Check circuit breakers. Reset if necessary. • Replace the battery. Place a new 9-volt alkaline battery in the display unit. If necessary, clean any corrosion on battery clips with rubbing alcohol and a cotton swab. • Relocate the display unit to another outlet in home. Push blue "Display Cycle" button. Reinsert last Smart Card. • If display unit remains blank, visit an SRP Customer Service Office to replace display unit.