

## Smart Meter Instructions

### More control, bigger savings

This guide tells you all you need to know about how to use your SMETS2 Smart meter and In-Home Display.

What's in this guide:

- How to use your Smart Meter
- How to use your In-Home Display
- FAQs
- Useful information
- Smart data guide

## How to use your Smart Meter

### What are Smart Meters?

Smart Meters record your energy usage just like traditional meters. The technology built into them can help you get to grips with your usage patterns and costs. This valuable insight gives you the opportunity to save money on your bills by adjusting and reducing your energy consumption.

### How does having a Smart Meter benefit me?

Your Smart Meter sends meter readings to your supplier automatically, saving you the hassle of reading your meter. This means you'll receive accurate bills. Your In-Home Display allows you to see in real time, how much energy you're using in your home and approximately how much it's costing you.

For Social Energy customers, having a Smart Meter which is set up to send us data every half an hour is essential to be able to access your Energy Trading and Off-Peak Energy benefits. These benefits make up around 25% of the potential savings from your battery and hub.

### How to read your electricity meter

Press A to turn on the screen light so you can see the display clearly. Now use button A to scroll through the displays – each press will move on to the next display. Scroll until you reach a display called Import Active Energy – you'll see a number followed by kWh - this is your meter reading.



### How to read your gas meter

Press any of the three red buttons under the display screen to wake the meter up and turn on the screen light. The display you need starts with a V and ends with m<sup>3</sup> – the number in between is your meter reading.



### What to do if your supply is disconnected

If your energy supply is interrupted, you'll need to restore it. To restore your electricity, press A and B together for 5 seconds. To restore your gas, your meter will prompt you to turn off all your gas appliances and then push any button to continue.

### How to use your In-Home Display

Your installer will talk you through how to use your In-Home Display (IHD) and advise you of the best place to position the IHD in your home.

#### Please read these safety precautions before using your IHD:

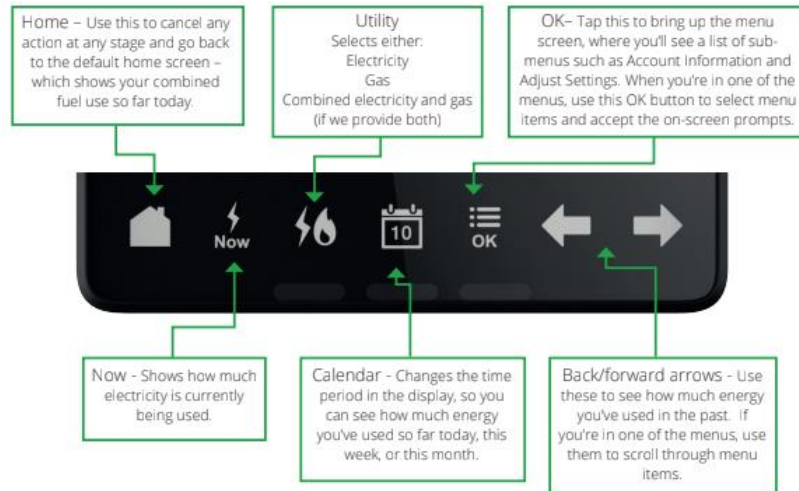
- Keep your IHD in a dry place indoors - if it gets wet, turn it off, disconnect it and dry it out then turn it back on
- Disconnect before cleaning and use a soft dry cloth to clean the display
- Avoid dropping, or causing excessive shock or vibration to your IHD
- If you need to dispose of your IHD, please take it to a recycling centre
- Don't try to open, repair or service the IHD yourself, if it's faulty please tell us
- Only use the power adaptor supplied with the IHD
- The IHD contains a lithium ion battery, so don't expose it to excessive heat or puncture it and supervise children if they use it

### Your IHD at a glance



- A. The signal strength between you IHD & Smart Meter
- B. IHD battery level and charging status
- C. 24hour clock
- D. Your energy use at a glance
- E. Power = electricity, flame = gas
- F. Shows your budget
- G. Your energy usage and cost
- H. Messages & prompts show here
- I. Use these arrows to scroll through information & functions
- J. This shows whether you are currently using electricity
- K. On/off button (on the back)

It's simple and easy to use your IHD. You can access all its functions by using the 7 buttons along the bottom of the screen.



### Help with your IHD

Your In-Home Display has a built-in tutorial to show you how it works. Press **MENU/OK**, then use the right arrow to go to **Tutorial** and press **MENU/OK**.

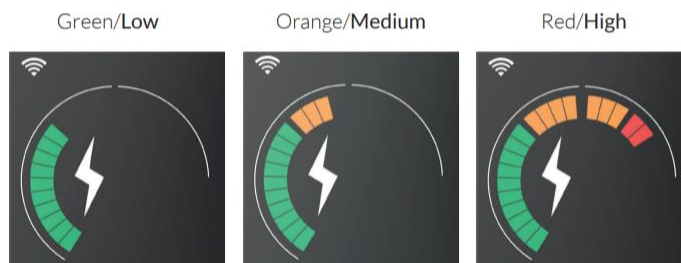
### Make your IHD your own

Why not tailor your IHD so it's just right for you? Press **MENU/OK** and go to **Settings**. You can customise these options:

- Set your budget
- Screen brightness
- Night mode (device dims between midnight and 7am)
- Key tones
- Budget alert
- Language (English or Welsh)

### See your usage instantly

The **Energy Usage Dial** instantly shows how much electricity you're using. You can choose to view this as current usage, this week, this month or this year. The coloured lights at the bottom of your screen show your current usage as either low, medium or high.



### Set your budget

Decide how much you want to spend each day, week or month. Press **MENU/OK**, go to **Settings/Set Budget** then press **MENU/OK**. Use the arrows to set your budget, change your fuel type and preferred time period.



Keep track of how much energy you're using on the Energy Usage Dial on your home screen. An alarm will sound when you exceed your budget. This can be turned off in the **Settings** menu.

### Get smart about saving energy

Your IHD has an in-built rechargeable battery and connects wirelessly to your Smart Meter so you can walk around your home and investigate what your appliances costs to run and where you can make savings. Turn each appliance on and off to see how your costs change. The battery lasts for about 4 hours before it needs to be plugged in again. You'll find more energy saving tips and advice in our Energy Efficiency Guide.

### FAQs

#### Why should I ask Social Energy to collect half-hourly data from my smart meter?

Readings will be collected half-hourly to enable our AI technology to manage your energy bills, giving better visibility of your consumption and more control over how your account is managed. Social Energy will use the meter readings to deliver your personalised consumption graphs and energy efficiency advice through your online account. The more frequently we retrieve your readings the more personalised and detailed the information will be.

#### I've got a Smart Meter now, why is my bill still estimated?

It may be that we didn't receive an accurate reading before your new smart meters were installed. Don't worry, this will be accurately reflected in your next bill. Or there may have been an interruption to the wireless communications signal, which resulted in us not receiving your meter readings. This will be corrected once the signal is restored.

#### Why is my bill much larger/smaller than before?

Your Smart Meter sends accurate readings, so your bills are now based entirely on the energy you've used, rather than estimated figures.

#### Why does my bill not match the energy shown on my IHD?

Your IHD doesn't show the credits or savings you earn through Social Energy.

#### Where should I keep my IHD?

You should keep your IHD somewhere convenient for you to see and use, and where it can maintain signal with your meters.

### My IHD has lost signal to my Smart Meter, what shall I do?

Turn the IHD off by pressing the power button on the back for 10 seconds. Move the IHD closer to your meters, then turn it back on. This should restore the connection and your IHD will display your usage data again. It may take up to 30 minutes for the data shown on your IHD to refresh after a loss of signal.

### I've got a Smart Meter and I'm moving to a new house, what do I need to do?

Please contact us to let us know you're moving. We will remotely clear your meters and IHD of your consumption data and take a final meter reading before the new occupier moves in. Your IHD is paired with your meters, so please leave this behind for the new occupier to use. It won't work in your new house.

## Useful information

We've sent you a link to our Energy Efficiency Guide and your engineer will offer additional advice tailored to you and your home during your smart meter installation.

Should a fault occur with your smart meters, please tell us and we will repair or replace them free of charge. If your In-Home Display is found to be faulty within 12 months of your installation, we will repair or replace it free of charge.

If your gas or electricity is supplied by another company, they'll arrange a separate smart meter installation for that fuel.

We've signed up to the Smart Metering Installation Code of Practice (SMICOP). SMICOP sets the standard for suppliers to work to during the smart meter roll-out, to make sure that customers like you receive a high standard of service, that you know how to use your smart meter and have been given an understanding of how you could improve your energy efficiency through your smart meter. Find out more at [www.smicop.co.uk](http://www.smicop.co.uk)

There's plenty of independent help & advice available about smart meters provided by other organisations who are there to assist you. Have a look at these websites:

[www.smartenergygb.org](http://www.smartenergygb.org)

[www.citizensadvice.org.uk/consumer/energy](http://www.citizensadvice.org.uk/consumer/energy)

[www.which.co.uk/reviews/smart-meters](http://www.which.co.uk/reviews/smart-meters)

Please get in touch if you'd like any further information about your new meter or IHD, for help with query resolution, or to provide feedback. You can chat to a member of our team by clicking on the purple chat icon in the bottom right corner.

Alternatively, you can call 0333 016 5889 or send an email to [supply@social.energy](mailto:supply@social.energy)

## Smart meter data - A guide to your rights and choices

### The key facts

Smart meters are being installed in every home in Great Britain between now and 2020. Your energy supplier will tell you when they plan to install your smart meter between now and then. The Government is overseeing the rollout of smart meters and has set out the rules for the management and use of data collected from your smart meters. Your Energy Supplier will continue to hold your personal details on your account

### What's new?

Smart meters record more information than current gas and electricity meters. They will store the amount of energy you have used in each 30-minute period.

Your energy supplier will collect meter readings remotely. You can choose how much of this information you share with your energy supplier. If you do nothing your supplier can collect a daily meter read

### The choices you can make

- How much data your energy supplier collects from your smart meter, e.g. monthly, daily or half-hourly meter reads
- Whether your supplier shares details about your energy consumption with other organisations;
- Whether your supplier can use your meter reads for sales and marketing purposes; How you can access information about your energy use and get the most benefit from it
- Once you have made your choice on any of these, you can change your mind at any time

### Please contact us for more details about:

- The smart meter roll-out
- Making use of your smart meter data
- How your data will be used and who it will be shared with
- Making any of the choices above
- Any other questions about your data you might have

For independent advice about your rights and choices relating to your personal information contact The Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk) or via the ICO Helpline on 0303 123 1113.

If you need any of the information in this guide in another language, braille, audio transcription or large print please contact us, and we will arrange this.