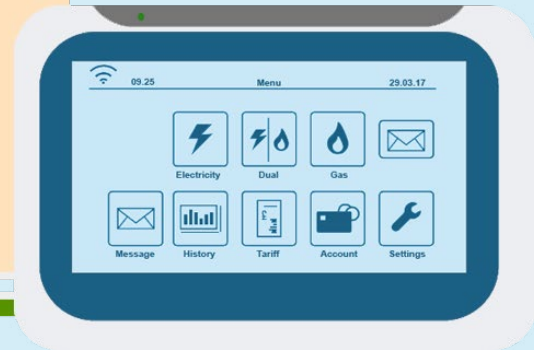




Smart Meter Guide



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Welcome to smart

Welcome to a smarter world and congratulations on taking control of your gas and electricity charges. Smart meters provide you with almost real time information in pounds and pence, allowing you to see exactly how much energy you use and how much it costs.

They really are very clever and a lot more advanced than traditional standard meters, so we've put together this guide to help you to get the most from your new smart meter. Inside you'll also find out more about the handy in-home display and how to use it, plus lots of useful hints and tips on how you can save energy and money. If you've any questions on the back you'll find our contact details.

Thank you for being a smart, **extra**energy customer.

Your IHD at a glance...

This is the Menu screen of your In-Home Display (IHD), which shows you how much energy you're using. You can access the main menu from here too. The screen updates every 30 seconds. To start with, the screen on your IHD might be blank, because it's saving energy. Once you've switched it on, a main menu will appear with a series of touch screen 'buttons' that let you move to other screens and read all kinds of information about the amount of energy you're using and what it costs.

Time

Signal Strength

Shows you the strength of connection between your smart meters and smart energy monitor. If there's no signal, your IHD won't work, so try moving around your home til the signal appears.

Electricity

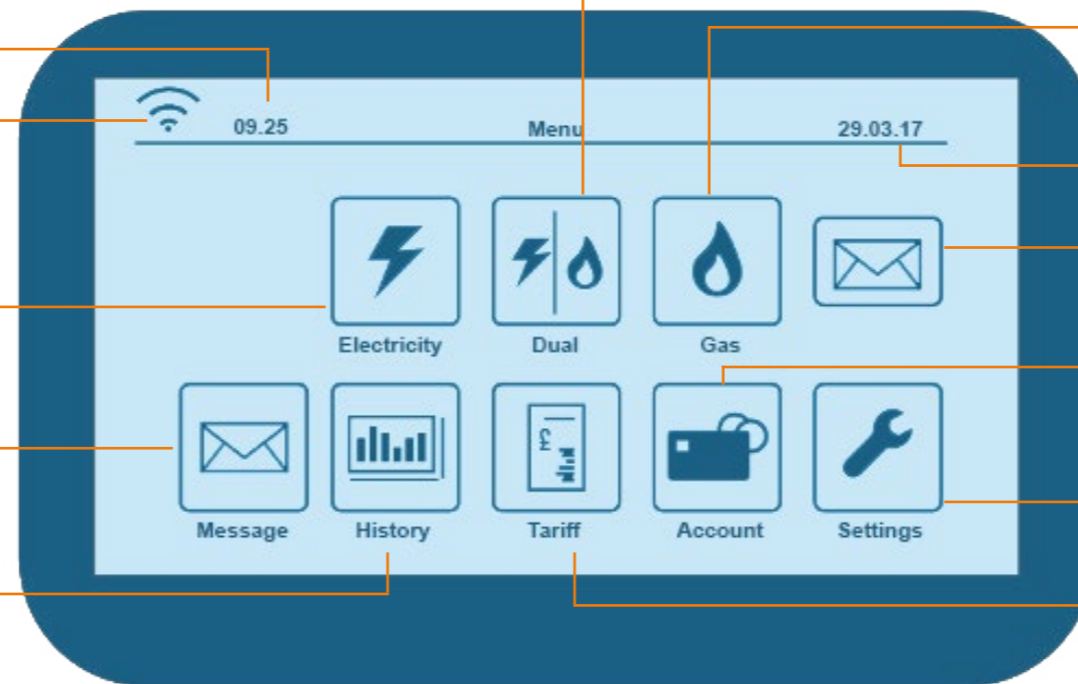
Here you can check how much electricity you've used, and how much you've spent. This is updates every 30 seconds.

Messages

This is where you will be able to read messages we send to you, and find your message history.

History

See how much energy you've used in the past week, month or year



Dual Fuel

Here you can check how much energy you've used, and how much you've spent. This is updates every 30 seconds.

Gas

Here you can check how much gas you've used, and how much you've spent. This is updates every 30 seconds.

Date

Message Alerts

This will appear if you have a new message.

Account

For Pay As You Go customers, you can activate emergency credit, view past top ups, and top up manually.

Settings

You can change your daily targets, screen brightness and sound.

Tariff

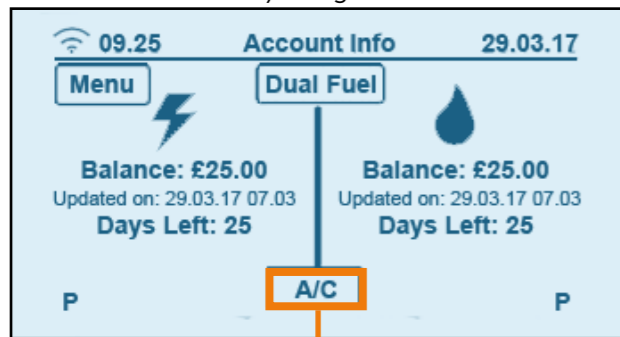
View your tariff information.

Check your usage



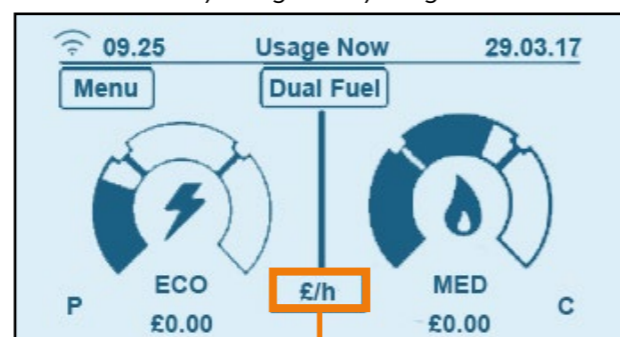
The 'Dual' button allows you to compare each fuel type and how much energy you've used that day. You can compare your daily usage in units (kWh), cost (£) and carbon emissions (CO₂). On top of that you can also see your balance for each fuel type.

Electricity and gas balance



This is the screen you will see when you start up your IHD, and it shows your current usage information. Touching the A/C button at the bottom of the screen will take you to the next screen.

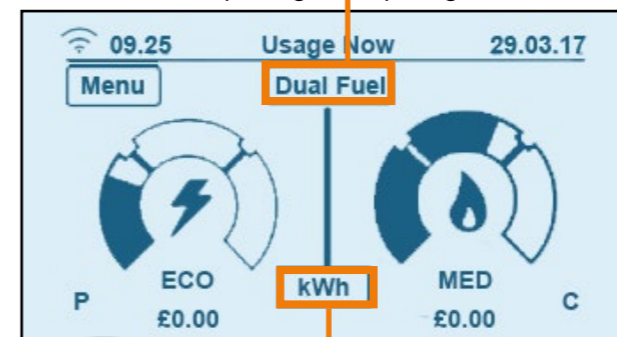
Electricity and gas daily usage £/hour



You'll see the cost of your current usage in pounds per hour; for dual fuel customers electricity is on the left, gas on the right. If you touch the £/hour button, it will take you to the next screen.

You can press this button at any point to change the view to electricity only or gas only.

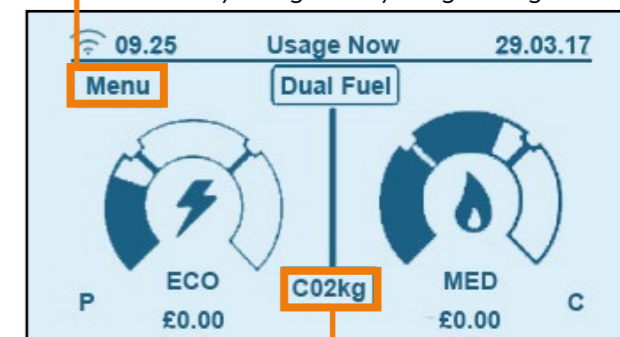
Electricity and gas daily usage kWh



You'll see your current usage in kWh; for dual fuel customers electricity is on the left, gas on the right. If you touch the kWh button, it will take you to the next screen.

You can press the menu button at any point to take you back to the main menu screen.

Electricity and gas daily usage CO₂kg



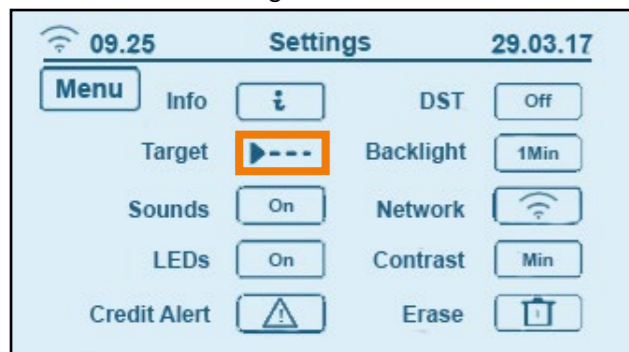
You'll see your CO₂ usage; for dual fuel customers electricity is on the left, gas on the right. If you touch the CO₂kg button, it will take you back to the first screen.

Set your targets



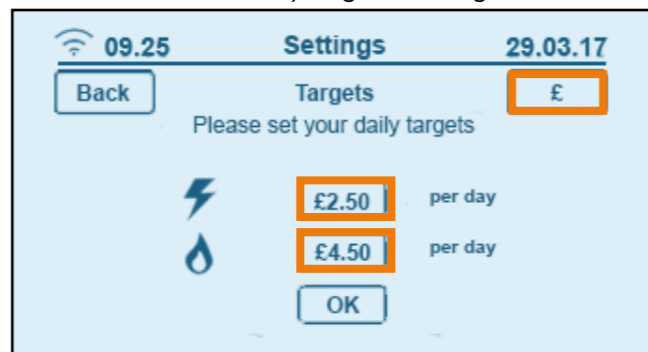
Smart meters enable you to budget for your energy usage with ease, so that keeping track of everything is really straightforward. You can set your energy targets from the settings screen. You can set targets in £, in CO₂KG, and in kWh.

Settings Homescreen



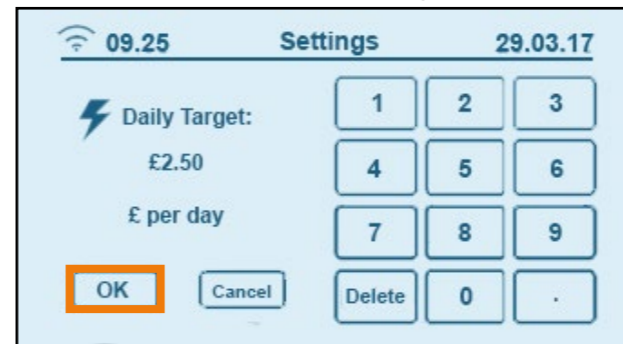
From the home screen, press the settings button. Once you have arrived on the settings screen, clicking the target button, you will be able to create your energy goals.

Choose a daily target to change



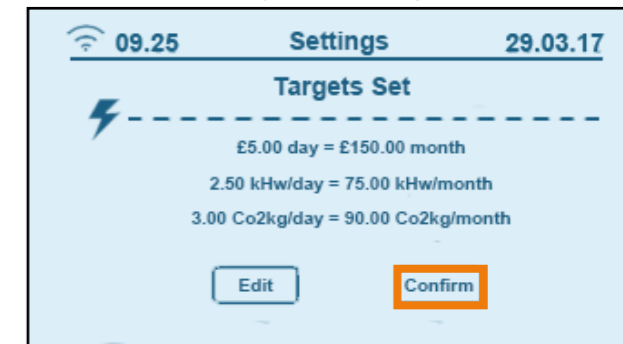
By clicking the £ symbol at the top of the screen, you can choose to set your target in pounds, kWh's or CO₂. Click the buttons to select your targets for electricity and gas.

Set a new daily target



Use the keypad to type in your chosen target, then click OK to set your amount.

Confirm daily target



This screen will summarise the targets you have set. Clicking confirm will set these targets. Your IHD will now let you know if you go above your target.

Your messages



Sometimes we will send messages directly to your IHD. You will have an alert on your menu screen when you have an unread message. You can view these from the message tab.

Message List



On the Messages screen you'll be able to see any messages that we've sent you.

Just click view, and you'll be able to read the message.

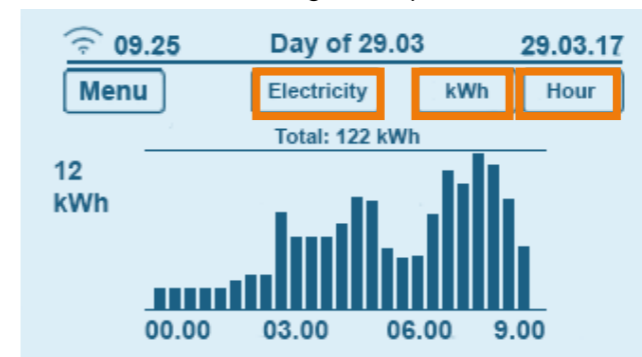
When you have a new message to read, you'll get an alert which will appear in the right corner of the screen. This will appear on the menu screen too.

Check your history



Your IHD holds really useful information about your energy consumption over the last 12 months. It lets you view your consumption by day, week, month or full year. Press 'History' and you can scroll through your usage, choose between kWh, CO2 and £/h for either electricity or gas.

Usage history



Click on Electricity to switch between electricity and gas view.

By clicking on kWh, you can choose to see your energy usage displayed in £, kWh or CO2.

By clicking Hour, you can select the time period displayed; choose between the last hour, or the previous day, week or month.

Your smart meters



GAS

Meet your new clever gas meter and super cool electricity meter. Over the next few pages we'll introduce you to them so you know the right buttons to push!



ELECTRICITY

Now that you've got one of our clever smart meters, you don't have to send us meter readings. If you'd like to read your meter in the traditional way, this is how you do it using the numeric keypad that you'll see on the front of each meter:

For electricity meters where you're on a single rate fixed or variable tariff. A single rate tariff is where you pay the same amount for the electricity you use in the day and at night. Most of our customers are on this type of tariff.

- On the keypad on the meter, press 9.
- You'll see the 8 digit meter reading on the bottom right of the screen, for example 0000123.5 kWh. This is your latest reading.

For electricity meters where you're on a single rate fixed or variable tariff. A two rate tariff is where you pay a different amount for the electricity you use in the day and at night.

- On the keypad on the meter, press 6.
- On the screen you'll see IMP R01 followed by your 8 digit meter reading. This is your night reading.
- Next you'll see IMP R02 followed by your 8 digit meter reading. This is your day reading.

You can read your gas meter the same no matter what your tariff.

- On the keypad on the meter, press 9.
- You'll see the 6 digit meter reading on the bottom right of the screen followed by the symbol m3, for example 00123.5m3. This is your latest reading.

Gas meter keypad

You can find out lots about your gas usage by pushing the buttons on the meter itself. As explained below, by using the same button multiple times you'll be able to see different information.

Press 1 the following number of times:

x1	Cost of gas used so far today
x2	Cost of gas used yesterday
x3	Gas consumption so far today
x4	Gas consumption yesterday

Press 2 the following number of times:

x1	Cost of gas used so far this week
x2	Cost of gas used last week

Press 3 the following number of times:

x1	Cost of gas used so far this month
x2	Cost of gas used last month

Press 4 the following number of times:

x1	Will display usage history
x2	Consumption & cost of gas used last month
x3...	Each push displays the previous month's usage

Press 6 the following number of times:

x1	Your tariff name
x2	Active rate register
x3	Standing charge

Press 9 the following number of times:

x1	Current gas meter reading (m ³)
x2	Cumulative volume of gas in kWh
x3	Import kVAh (non-domestic customers)
x4	Export kVAh (non-domestic customers)

Keys 5, 7, and 8 have no function.

Electricity meter keypad

Your electricity meter works in much the same way as your gas meter - by using the same button multiple times you'll be able to see different information about your electricity usage.

Press 1 the following number of times:

x1	Cost of electricity used so far today
x2	Cost of electricity used yesterday

Press 2 the following number of times:

x1	Cost of electricity used so far this week
x2	Cost of electricity used last week

Press 3 the following number of times:

x1	Cost of electricity used so far this month
x2	Cost of electricity used last month

Press 4 the following number of times:

x1	Will display usage history
x2...	Each push displays the previous month's usage

Press 6 the following number of times:

x1	Your tariff name
x2	Active rate register
x3	Standing charge
x4	Import TOU tariff rate (for 2 rate meters)

Press 9 the following number of times:

x1	Current electricity meter reading
x2	Expected electricity usage
x3	Import kVArh (non-domestic customers)
x4	Export kVArh (non-domestic customers)

Keys 5, 7, and 8 have no function.

Energy saving tips

It sounds obvious; the best way to save money is to use less energy.

One way you can save energy fast is to improve your insulation. Amazingly up to a quarter of your home's heat can be lost through the roof, whilst a third may seep through the walls. There's lots of things you can do about this, from a large home improvement project like changing your windows, to a quick DIY solution like fitting draft excluders or even hanging an extra set of curtains! Making your home warmer will lower your energy bills, as well as help alleviate many causes of damp and mould.

There are other easy ways you can make savings. To help give you some ideas we've put together some useful hints and tips which can help save you pounds!

You can find more energy saving tips from a variety of independent organisations. There's lots of free information available, although please be aware some companies may charge you. Two websites you may find interesting are below:

www.energysavingtrust.org.uk
www.thegreenage.co.uk

If you need any additional support, please call our team on **0800 953 4774**.



Recycling electrical items and appliances

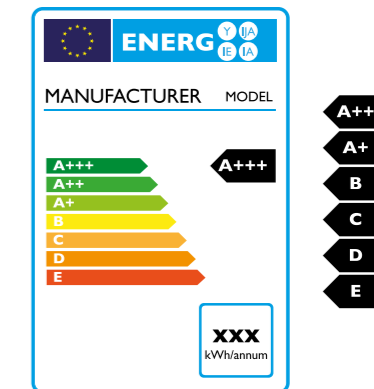
Before putting anything electrical in the bin, please check to see if it has a picture of a wheelie bin with a cross anywhere on it. If it does, it means it's not suitable to be put in your normal household rubbish collection. The best way to dispose of it will be to take it to your local recycling centre.

You'll see this symbol on your IHD so please don't bin it. If it stops working properly or you think it's faulty, stop using it and switch it off. Then please give our team a call on **0800 953 4774**. We're here between 8am and 8pm Monday to Friday (excluding bank holidays) and from 9am to 5pm on Saturday.



Check the certificate

All new electrical devices have an efficiency rating from A+++ to E, with A+++ being the most energy efficient. Look out for the products with the best energy rating to maximise your savings.





Turn it off at the wall

Electrical appliances like your TV or coffee machine are still using energy even when they're on standby. Before you go to bed, check your home for the red standby light and switch the appliance off at the wall.



Gadgets

Only charge your electronic devices when they need it. Even when they're fully charged, your mobile phone and toothbrush are still using energy if they're plugged in.



Keep it at 30

Washing and drying your clothes at 30 degrees will still give you great results, whilst saving you money. When the sun's shining, drying your clothes outside and leaving your dryer off could increase your savings even further.



Let's get washing

If you're lucky enough to have dishwasher, always make sure it's full before turning it on. Also cutting out just one cycle per week will help you make a saving.



Stay warm

You probably wouldn't notice if you turned your thermostat down by 1 degree until your energy bill arrives! Making this small change could save you pounds each year. Also remember if you're off on a winter holiday, setting your thermostat to a low setting will provide protection from freezing pipes at minimum cost.



Know your shower

Whilst we all like a nice relaxing soak in the tub, a shower is more energy efficient than a bath and can save money as there's less hot water to heat. And the shorter the shower, the bigger the savings.



Remember though, some power showers can use as much water as it takes to fill a bath, so investing in an energy efficient shower head is a great way to make savings whilst still enjoying an invigorating shower.



Smart Boiling

Filling your kettle with just the amount of water you need will not only mean it boils faster, you'll use less energy too.



See the light

Energy saving or LED lightbulbs are a great way to save money on your electric bill, and they last longer too!



Get smart

A smart meter can show you how much energy you're using in pounds and pence, in near real time, and bring an end to estimated bills as they'll automatically send us your meter readings. They can help you be more aware of how you use energy, allowing you to easily make small change to save money on your bill.

Frequently Asked Questions

Q. Will my tariff change when I have a smart meter fitted?

A. No, your tariff will remain unchanged unless you choose a different one.

Q. Can I change my energy supplier after I've had a smart meter fitted?

A. Yes you can switch supplier.

Q. Will my smart meter still work if I change supplier?

A. This depends on the supplier you move to. So that you can make a fully informed choice, remember to ask your new supplier if your smart meter will still work in the same way if you change, or if you'll lose some of the benefits from it.

Q. Do you follow a code of practice for fitting smart meters?

A. We promise to make your smart meter installation quick and simple. To help us with this, our installation partner has signed up to the Smart Metering Installation Code of Practice. You can view a copy by visiting our website: www.extraenergy.com/smart

Q. How often will extraenergy collect information from my smart meter?

A. You can choose how often you want us to collect information from your smart meter, either every half hour, daily or monthly. Unless you tell us differently, we'll take this daily and use it to produce accurate bills and provide information about your usage. To change your preference, just call our friendly Customer Care Team on **0800 953 4774**.

Q. Is my data secure?

A. Absolutely. We take the safety of our customer's data extremely seriously and all of the smart meters we fit have extremely sophisticated security which meets the Government set criteria.

In-home display (IHD)

Q. Am I able to use my IHD after it has been turned off for some time?

A. Yes you can. Your smart meter continues to work even if your IHD is turned off, so when you turn it back on it may take up to 24 hours to fully update.

Q. Can I use my IHD outside?

A. As it's an electrical device that's designed for indoor use, we recommend that it's not used outside. It should also be kept away from water at all times.

Q. I'm moving home, should I take my IHD with me?

A. No, it'll only work with the meters at your old home so you should leave it for the new occupants. Please let us know you're moving though, so that we can update our records. If you don't tell us you're moving, your personal information will stay on the meter.

If you think your meter or IHD is faulty:

We'll replace your gas or electricity meter for free if it breaks, providing it's not been tampered with by any third party. If your IHD stops working within the first 12 months following your smart meter installation, there'll be no charge made for replacing it providing that the damage was not caused by a third party. If you think it's faulty, stop using it and switch it off. To report any faults, please give our friendly Customer Care Team a call on **0800 953 4774**.

How to contact us

For more information and help:

Visit us online:

<http://www.extraenergy.com/smart>

Email our smart team:

smart@extraenergy.com

Call our friendly Customer Care Team:

0800 953 4774

Our team are available from 8am to 8pm Monday to Friday (excluding bank holidays) and from 9am to 1pm on Saturday.

This booklet is available in alternative formats, including large print, braille or an audio version. For more information please call our Customer Care Team on **0800 953 4774**.

