Your Smart Meter Handbook

sse

Southern Electric
Scottish Hydro
SWALEC

Electricity and Gas meter readings

Electricity

Your account number

.....

Your old meter serial number

Your meter removal readings

R1

R2

R3

Your new meter serial number

Your meter installation readings

R1

R2

R3

Gas

Your account number

.....

Your old meter serial number

Your meter removal readings

R1

R2

R3

Your new meter serial number

Your meter installation readings

R1

R2

R3

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You're all set up and ready to go

As you'll soon discover, energy meters are changing for the better. You'll have a clear picture of the energy you use and how much it's costing you. And that's useful information. It puts you in control of your energy usage – so you have the opportunity to make savings.

Your smart meter means you:

- don't have to take another meter reading (they're sent automatically)*
- can see all the energy you use, so you can make changes here and there to help you save energy and money
- have access to a personalised interactive view of your energy use – online – that puts you in control

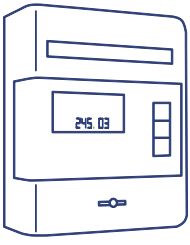
Smart meters use secure wireless technology a bit like a mobile phone. Your meter readings are sent to us automatically – so we'll understand your usage better and you'll get more accurate bills*.

To get the best from your meter, we recommend letting us take half-hourly readings. The more frequently we can take readings, the more information we can give you. So you'll have a better understanding of the energy you use, and how you can make savings.

*We rely on a mobile phone signal or similar wireless communications technologies to receive your readings. If for any reason this should fail then we will have to produce your bill based on an estimated reading.

So, how does it actually work?

Your smart meter comes with a Smart Energy Tracker. If you're keen to take control and reduce the amount of energy you use, your Smart Energy Tracker is your best friend. It takes information from your smart meter every ten seconds for electricity and every half hour for gas, so you'll be able to see how much gas or electricity you're using and how much it costs. With useful benefits and tools, the information provided by your Smart Energy Tracker could help you save energy and money.



Your smart meter(s) measure how much electricity and gas you're using.

This information is sent wirelessly to your Smart Energy Tracker and personal online account.

See at a glance how much energy you're using with your Smart Energy Tracker. Or head online where you can see even more detail about your energy usage.

For more information check out the **Quick Start Guide** that we left with you during your installation. If you'd like even more information visit the Smart page on our website, where you can download a full **Smart Energy Tracker User Guide**.

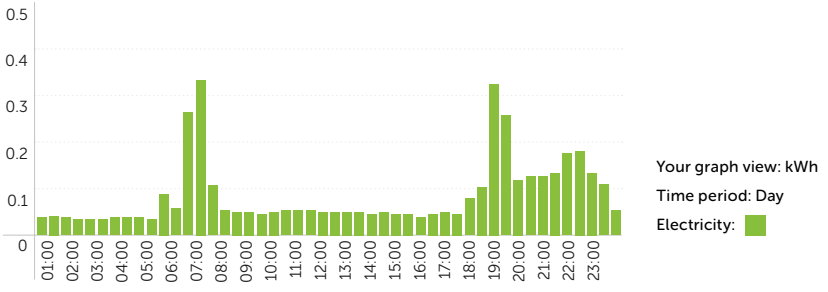
There's even more happening online

It's easier to save energy when you can see exactly how you're using it. That's what's so exciting about your new smart meter. Go online to your **personalised interactive online account**. You can see how much gas and electricity you use – and when – in as much detail as you want.

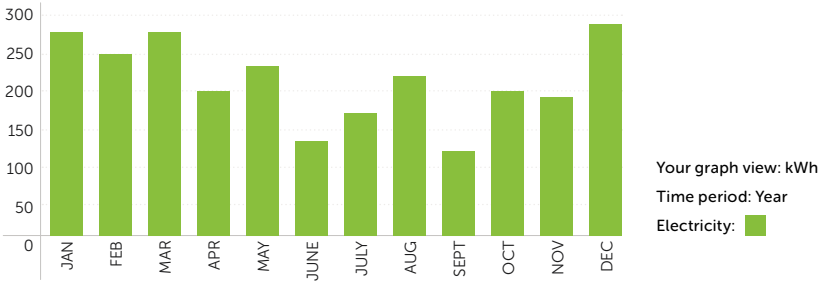
Simple display

All you need to know to take control of your energy bills, is right there in front of you online – displayed as simple graphs. You can compare your energy usage by the day, week, month or year – right down to the half hour – if you choose. So you can see exactly where your money's going and how to save in future. And it's a great way to get the whole household involved in energy saving.

See what energy you use throughout the day...

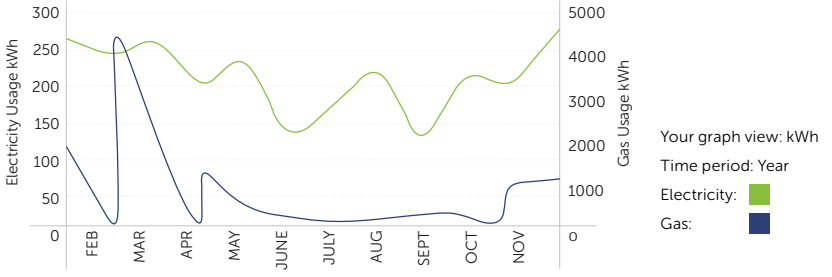


...or over a whole year



Compare your gas and electricity use

It's easy to choose what you want to compare. This screen shows gas versus electricity usage over a year.



Other handy things you'll find online:

- Video tutorials on how to use your Smart Energy Tracker, how to get the most out of it and a general overview of smart metering
- Lots of energy saving hints and tips
- All your account information from the time you sign up

Smart tip:

To get the most up-to-date view of your energy usage, it's best to allow us to take automatic meter readings every half hour.

Register for your online account today

Visit **sse.co.uk/Register** and follow the simple instructions on screen.

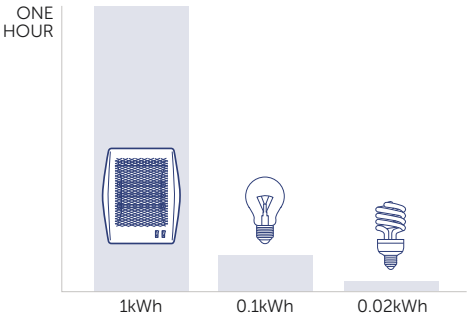
It only takes a few minutes to get you up and running.

Knowing what's Watt

To save even more energy, it's a good idea to take a look at the appliances you use and see which ones are more efficient than others.

You can tell this from their energy ratings. Here's how it works:

All household appliances are given a power rating in Watts (W) or kilowatts (kW) (1kW = 1000 Watts). The higher this number, the more electricity the appliance will use. The amount of energy used by an appliance is measured in kilowatt hours (kWh). So, a single bar electric fire with a 1kWh power rating will use one kWh of electricity in one hour. A 100 Watt light bulb (that's one tenth of the wattage) will use 0.1kWh of electricity in an hour or 1kWh every 10 hours. Have a check of your bulbs, plugs and appliances and see how much they're using.



Then start saving

Once you know the appliances that use the most energy, you can make changes. You could see the benefits straight away on your **Smart Energy Tracker** and your **online account**.

Ten everyday savings

1. **Heating** – turn your central heating down by just 1°C and you could save.

2. **Curtains** – a pair of heavy curtains can keep the heat in. Great if you don't have double glazing.

3. **Wash at 30°C** – machine washing clothes at this temperature uses 40% less energy than higher temperatures.

4. **Avoid using standby** – some appliances use 90% of their energy in standby mode – so turn it off.

5. **Cooking** – keep pot lids on and cut food into smaller pieces to speed up cooking time. And only fill your kettle with the amount of water you actually need.

6. **Dishwashers** – wait until you've got a full load and use economy programmes whenever you can.

7. **Drying clothes** – do this outside when possible instead of using your tumble dryer.

8. **Fridges** – don't put your fridge beside a cooker or radiator. You'll be heating it up and paying to cool it down again.

9. **Take showers** – they use up a lot less energy than a bath. Make sure you fix any dripping hot water taps.

10. **Turn off the lights** – they eat up about a quarter of the average electric bill so turn them off when you don't need them. Choose energy saving bulbs or LED lights (which are the cheapest to run) and avoid spotlights.

Any other ways to save?

With all this information now available, we're sure your Smart Energy Tracker will make a difference to your energy bills. But there's also a number of other handy ways to help reduce your energy consumption and save you even more.

Two big ways to save

1. **Insulation**

Your biggest spending (and therefore saving) is likely to be on heating. Here are some ways that can help you save on heating bills.

Loft insulation

Up to 25% of heat is lost through your roof. Installing the right insulation (270mm thick) could save you up to £250* per year.

Cavity wall insulation

Some homes (built after the 1930s) have external walls made of two layers with a gap between them. Cavity wall insulation fills that gap. It keeps the warmth in, and can save you up to £125* a year on your heating bills.

Draft strips

Stick them around windows and doors.

Keyhole and letterbox covers

Little fixes that can make a big difference.

*Based on a previously uninsulated gas-heated semi-detached property. Source: www.energysavingtrust.org.uk

Threshold sealer

These are brushes that fit at the bottom of doors. You can also use silicon sealant to fill gaps around skirting boards, floorboards and window frames.

Seal chimneys

If you have a chimney that's no longer in use you could seal it with an inflatable chimney balloon. If you do seal your chimney you may need an air vent (to reduce condensation and to ensure fuel-burning heaters operate safely and efficiently).

Find out more at **sse.co.uk/smartinfo** and **at www.energysavingtrust.org.uk**

2. Your boiler

Boilers account for around 60% of what you spend on energy bills, so an efficient boiler makes a huge difference. Make sure you keep yours running smoothly and remember to get it serviced every year.

Modern A-rated boilers are around 35% more efficient than older models. That could mean a saving of up to £490* per year and a reduction in your home's carbon emissions.

If you'd like to find out more, visit **sse.co.uk/home-services**

*Based on a previously uninsulated gas-heated semi-detached property. Source: www.energysavingtrust.org.uk

Find out more about saving energy

Here's where to look for independent advice on saving energy:

- The Energy Savings Advice Service (ESAS) is a government programme which is 100% impartial. It can advise you on energy saving measures including insulation. Find out more at www.energysavingtrust.org.uk
- The Energy Saving Trust can offer detailed, impartial advice on how to save energy. www.energysavingtrust.org.uk
- The Citizens Advice Bureau has helpful information on energy saving. www.adviceguide.org.uk
- National Energy Action (NEA) is a national charity promoting investment in energy efficiency. Call 0191 261 5677 or visit www.nea.org.uk

Find a home for your Smart Energy Tracker

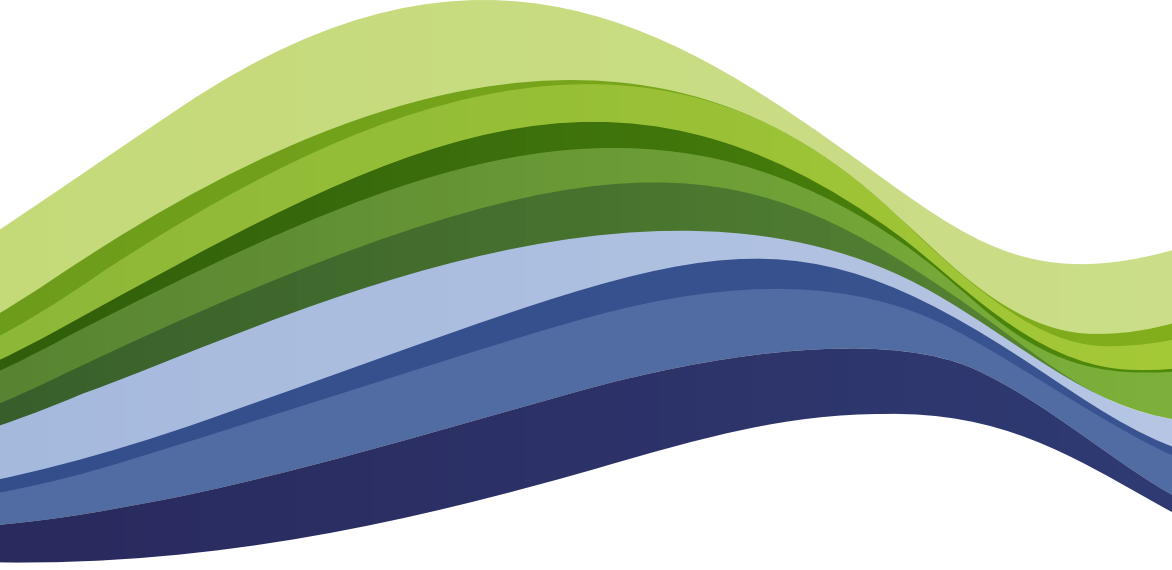
To get the most from your Smart Energy Tracker, it's good to get into the habit of checking it regularly. So why not keep it in a prominent place with a good signal like the kitchen, living room or hallway? You'll find more information in the Smart Energy Tracker user guide and Quick Start Guide.

Connecting to the mains

Most of the time, it's best to keep the Smart Energy Tracker plugged into the mains power using the USB power supply. You can keep the battery in while it's connected to the mains.

Explore your home

Your Smart Energy Tracker also works on a battery so you can carry it around the home. Just remember to connect it back to the main power supply when you're done – otherwise you'll soon use your battery up.



Looking after your Smart Energy Tracker

Keeping it safe

- Don't place your Smart Energy Tracker too near to a radiator or heater
- Remember, it's not waterproof – so don't expose it to moisture or steam, for example, from your cooker or kettle

Cleaning

If you need to clean your Smart Energy Tracker, just disconnect it from the USB power supply, remove the USB cable, and wipe it with a soft, slightly damp, lint-free cloth. Here are a few things to be careful of:

- Don't let water get into the openings or inside the rubber grip
- Don't spray anything directly onto the Smart Energy Tracker or the battery
- Don't use aerosol sprays, solvents, alcohol or abrasives that may damage the surface
- Don't clean the screen with a cleaner containing alcohol or acetone. Use a cleaner intended for use with a screen or display. Misuse may invalidate any warranty

Recharging the battery

The rechargable battery in your Smart Energy Tracker should give you up to 8 hours of portable use.

Frequently asked questions

Do I still need to provide my meter readings?

No. You don't have to do a thing. Your smart meter sends the readings to SSE automatically. Our meter readers may still call every 6 months just to complete safety inspections.

Why isn't my Smart Energy Tracker picking up a signal from my smart meter?

The smart meter uses wireless technology to communicate with the Smart Energy Tracker. If the tracker loses the signal, move it closer to the electricity meter. Remember that walls, windows and large metal objects can interfere with signal strength – much like a mobile phone. If your tracker doesn't reconnect with your meter, please contact us on **0345 071 3991**.

Will other wireless devices interfere with my monitor?

It is possible for other wireless devices operating on 2.4GHz (such as wireless home routers) to interfere with the signal. If this happens, try moving your Tracker to see where it works best.

Could my neighbour's system interfere with mine?

No. Once a tracker is paired with your smart meter, they form a unique bond. They're also designed to work in areas where there will be other wireless devices.

How often does the smart meter send information to the tracker?

Electricity updates are received every ten seconds. Gas data is updated approximately every 30 minutes.

Will I still be sent energy bills?

Yes. Your display is for information only and is based on consumption data. It is not connected to your billing arrangements and does not include VAT or any discounts you may have. Remember, if you haven't already switched to paperless billing you can save even more money this way. Find out more at **sse.co.uk/YourAccount/PaperlessBilling**

Will my bill be higher because I have a smart meter?

The smart meter measures your energy usage accurately so you'll be billed for the energy you actually use*. By using your Smart Energy Tracker and our online energy management tools you can see how and when you use energy. Understanding how you use energy can help you to make changes that could save you money.

Is my information kept private?

Your privacy is very important to us and we will ensure that it is protected at all times. The smart meter uses a wireless network which transmits data securely. We have a Data Charter which outlines our commitment to keeping your data safe and controlling its use in line with your requirements. You can find this at **sse.co.uk/data-charter** or call us on **0345 071 3991** and we'll be happy to send you a copy.

Why is the display on my gas meter blank?

Gas smart meters 'wake' themselves periodically to send accurate readings to us. If you ever wish to take a reading from your gas meter, simply press the 'Select' button to 'wake' the display. It will then show the current reading (in cubic metres).

What happens if there is a problem with my meter?

If your meter doesn't appear to be working properly, simply call us on **0345 071 3991** and we will make arrangements to have it checked. If your Smart Energy Tracker is having difficulty picking up the signal from the meter, try changing its location in your home.

What happens if I change supplier after my smart meter has been fitted?

If we fit your smart meter and you leave us to join a new supplier, they may not be able to offer the same service and benefits your SSE smart meter give you and you should check this with them before switching.

*We rely on a mobile phone signal or similar wireless communications technologies to receive your readings. If for any reason this should fail then we will have to produce your bill based on an estimated reading.

What if I need extra help?

In the 'Extra Help' section at **sse.co.uk** you'll find details of our services for people who need assistance. You can also use our free, priority Careline service. It's there to help you if you're elderly, disabled or have special medical needs. As a Careline registered customer you can use a range of services from Braille bills and textphone to password schemes. As well as going online to find out more you can also:

- Call our Careline on: **0800 622 838**
- Call us by Textphone: **0345 026 7023**
- Go online: **www.sse.co.uk/HelpAndAdvice/SmartMeters/FAQs/**

Compliance

Manufactured to ISO9001:2008 Quality Assurance Standards and tested for compliance with European CE certification RTTE/CE approved (Europe).

Operating specification

- Operation temperature: 0°C to +40°C at 85% relative humidity
- Storage temperature: -20°C to +60°C at 85% relative humidity
- Radio interface: 2.4GHz

Intellectual property

ZigBee is a registered trademark of the ZigBee Alliance.

How was our engineer's visit today?

Your Smart Meter Engineer was

_____

- [ ] Did your engineer show his ID?
- [ ] Are you aware as to why the engineer visited today?
- [ ] Did your engineer explain the importance of getting gas appliances checked regularly?
- [ ] Are you aware of the dangers of carbon monoxide and checks required?
- [ ] Have you been provided with the contact numbers for support after installation?
- [ ] Were you informed of the additional sources of information for smart metering?
- [ ] Do you have (or have been offered) a Smart Energy Tracker?
- [ ] Is the Smart Energy Tracker in a suitable location and been demonstrated?
- [ ] Has your engineer offered or provided energy efficiency guidance?
- [ ] Has your engineer left your home how they found it?

Useful numbers

Customer services: 0345 071 3991

Careline: 0800 622 838

For gas emergencies call: 0800 111 999

For electricity emergencies: call your local network operator

Energy efficiency advice: 0800 072 7201

Our general Terms & Conditions for the supply of electricity and/or gas, including those relating to smart metering are available at sse.co.uk/HelpAndAdvice/RegulatoryInformation or by writing to us at SSE Smart Customer Services, 4 Penner Road, Havant, Hampshire PO9 1QH.

SSE Energy Supply Limited and Southern Electric Gas Limited are signatories of the Smart Metering Installation Code of Practice (SMICoP). We also adhere to a Data Charter. We encourage you to read both these documents prior to the installation of your smart meter. You can find the SMICoP and our Data Charter on our website at sse.co.uk/smartinfo. Alternatively, we will happily send you these documents in the post. Simply write to us at SSE Smart Customer Services, 4 Penner Road, Havant, Hampshire PO9 1QH requesting a copy. You can also phone us for copies on 0345 071 3991 or email us at smartcustomerservice@sse.com.

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