

# Your Smart Pay As You Go Meter

## Quick Start Guide



If you need any help or advice, please contact the Smart Pay As You Go Team on 0345 026 0677.

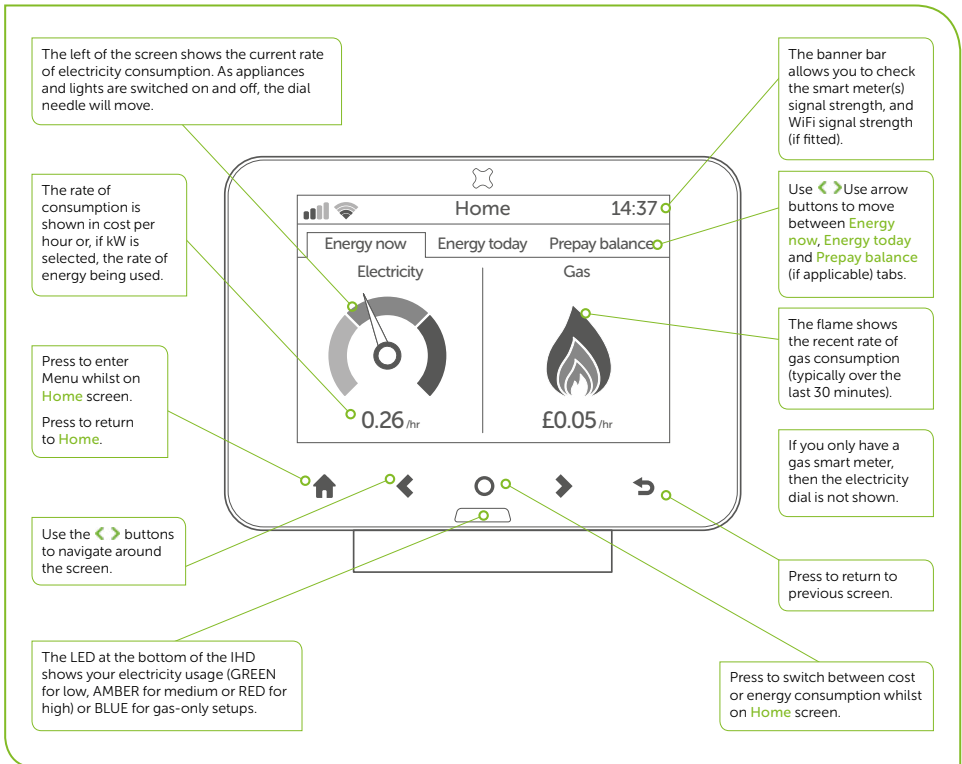
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# Welcome to Smart Pay As You Go

With Smart Pay As You Go, you pay for your gas and electricity as you use it. You won't get any bills from us, so it's a simple way to pay for your energy. Your new In Home Display (IHD) helps you budget your energy use, and see how much you're using on a daily basis.

## Meet your new Pay As You Go In Home Display (IHD)



Overview of the monitor and Pay As You Go IHD

Your IHD shows energy use for electricity and gas smart meters and will have been configured to work with the meters you have installed. This may be electricity or gas, or both. Please read the important safety notice on page 25, before using your IHD.

## Connecting the power supply

Your IHD will turn on automatically when you plug it into the mains. You should always leave your IHD connected to the power supply.

You can configure the screen on the IHD to dim or switch off at certain times of the day (See [Settings > Display](#)). The power supply has been designed exclusively for the IHD and must not be used with other devices.

## Using batteries

Your IHD can also be used with 3 x AAA (LR03) non-rechargeable batteries. Simply remove the back cover and insert the batteries, as marked on the inside case.

Then reattach the back cover and the IHD will show the battery symbol at the top of the screen.

It's advisable to power the IHD with the supplied power supply and not to use batteries for a prolonged period.

## Smart meter connection

Each time the IHD is turned on, it will show 'Connecting to smart meter' while it establishes a connection. This can take up to five minutes.

After the initial setup, it may take up to one hour for the gas consumption to show on the screen.

# Main menu

The main menu is only available from the Home screen. To select it, touch the button at the bottom of the screen.

## Electricity/Gas usage

This shows detailed information on the energy consumption for the day, week, month and year.

## System status

A quick indicator of whether the system is working OK (GREEN), or if there's something that needs attention (AMBER or RED).

## Meter balance

Shows information on the cost of used energy (Credit meter) or balance available (Prepayment meter).

## Prepay

Top up your current balance and activate emergency credit.

## Tariffs

Displays both the current and the next electricity and gas prices.

## Debt

Outlines the outstanding debt with your utility provider, with a breakdown of the charges and recovery rate.

## Inbox

View messages received from your utility provider(s). New messages will automatically be shown on the Inbox screen.

## Meters

Displays information on your electricity or gas meter and the current meter readings.

## Support

Contact details for your utility provider(s). This may include a telephone number and email address.

## Settings

Personalise your In Home Display within the Settings screen.

# Meet your new Smart Pay As You Go meters

## Your electricity meter



## Your gas meter



# Topping up your Smart Pay As You Go meter

By now, you should have received your Smart Pay As You Go Top-Up card. Your Smart Pay As You Go card number will be printed across the face of the card.

Once you've topped up, it will automatically upload to the meter – but be aware it can take up to 40 minutes. If it doesn't top up after that time, you can enter the 20-digit Top-Up Code into your In Home Display or meter. If it still doesn't top up, then please give us a call on **0345 026 0677**.



To make sure your supply doesn't stop, it's important to keep your gas and electricity meters topped up.

Here are the different ways you can top up your smart meter:

- **PayPoint** – Take your Smart Pay As You Go card and pay over the counter at your nearest PayPoint shop. You can find your nearest PayPoint at: [www.paypoint.com/en-gb/consumers/store-locator](http://www.paypoint.com/en-gb/consumers/store-locator)
- **Post office** – Take your Smart Pay As You Go card and pay over the counter at your nearest post office. You can find your nearest post office at: [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)
- **Online** – Make payments by credit/debit card using your computer, tablet or smartphone at: [sse.co.uk/topup](http://sse.co.uk/topup)

Please make sure you have your Smart Pay As You Go card number and credit/debit card close to hand.

If you need any help or advice, please contact the Smart Pay As You Go Team on **0345 026 0677**.



# Emergency credit and friendly credit

## Emergency credit

If you run out of credit on your Smart Pay As You Go meter, please don't worry. We'll lend you emergency credit to keep you going until you top up.

- In England or Wales, it's £5 for electricity.
- In Scotland, it's £10 for single-rate and £20 for multi-rate meters.
- For gas, we'll lend you £5.

You can activate your emergency credit once your prepaid credit gets down to £2 or below.

## Friendly credit

At certain times, it may be more difficult to top up. That's why we have 'friendly credit' periods to make sure you won't lose your energy supply if you run out of credit during these times.

Remember, you must have credit on your smart meter at the start of the friendly credit period. If your credit runs out before that, please top up. You will still need to pay for any energy you use during the friendly credit period when you next top up.

The friendly credit periods are:	
Monday to Friday	6am – 9am
Saturday and Sunday	All day
Bank Holidays	All National Bank Holidays

## When you're away from home

If you're going away, you'll need to check you've got enough credit to last until you get back. Even if you've switched off all your appliances, your meter will collect a daily standing charge. And if you're making weekly repayments towards an outstanding balance, it will collect those too.

You might also be leaving appliances on (such as your fridge and freezer). If so, make sure you've got enough credit to cover those as well. If you run out of credit, there won't be anyone around to start the emergency credit, so your supply will stop.

## What to do if your top-up doesn't work

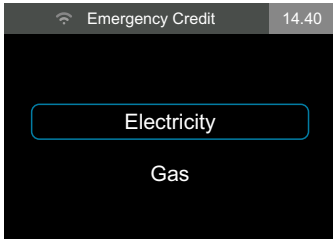
If your top-up doesn't register on your meter within 40 minutes, you can use a Top-Up Code (also known as UTRN – Unique Transaction Reference Number) to manually add the credit to your meter.

If you topped up at a PayPoint or post office, the Top-Up Code can be found on your receipt. If your top-up was made online, the Top-Up Code can be found in your email receipt or on the confirmation page once the transaction has been completed. If you've lost your Top-Up Code, contact the Smart Pay As You Go Team on **0345 026 0677** and they'll be able to tell you the Top-Up Code over the phone.

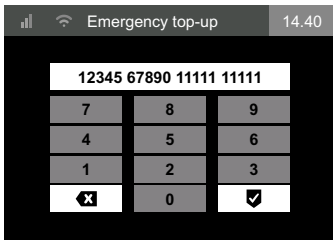
You can enter your Top-Up Code in two separate ways – either using your In Home Display or using your meters. Your credit should appear within 40 minutes and there are separate Top-Up Codes for your electric and gas meters. For each top-up you buy, you will be given a new Top-Up Code.

## Entering Top-Up Code GEO to your In Home Display (IHD)

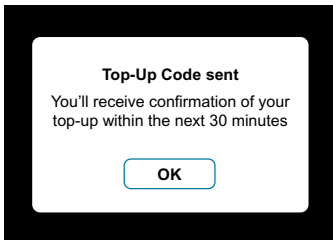
First, press (🏠) button to enter the menu. Using the arrows, scroll to 'Prepay' and press (⊙) to enter. Then select electricity or gas top-up.



Enter your Top-Up Code using the arrow keys to navigate around the keypad and finally click the (⊙) sign.



If successful, confirmation that the 'Top-Up Code sent' will appear.



## Entering your Top-Up Code on your gas meter

Press the **(OK)** button to enter the main menu.

PAYG  
Balance £10.00

Press the **(OK)** button to enter the Prepay menu.

Prepay Menu

Press the **(OK)** button to enter the Top-Up menu.

Top Up

To enter the Top-Up Code use the arrow buttons to increase or decrease the digits and the **(OK)** button to move on to the next digit.

Enter UTRN Code  
123123\_\_\_\_\_

When all 20 digits have been correctly selected, press and hold the **(OK)** button to enter the code into the meter. If successful, confirmation of the top-up amount accepted will appear, e.g. £10.00.

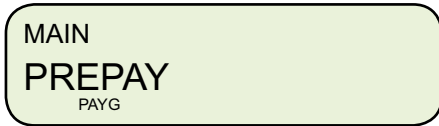
£10.00 Top Up  
Successful

## Entering your Top-Up Code on your electricity meter

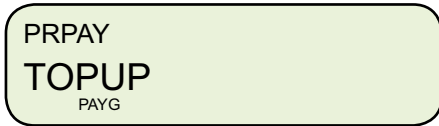
Press the **(OK)** button to enter the main menu.



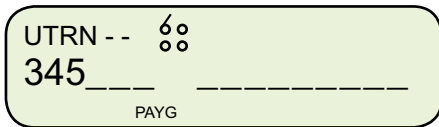
Press and hold the **(OK)** button on the Main Prepay screen.



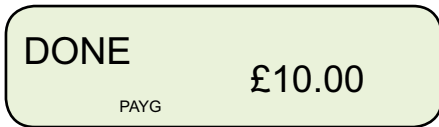
Press and hold the **(OK)** button on the Prepay Top-Up screen.



To enter the Top-Up Code, use the arrow buttons to increase or decrease the digits and the **(OK)** button to move on to the next digit.



When all digits have been correctly entered, press and hold the **(OK)** button to confirm the Top-Up Code. If successful, confirmation of the top-up amount accepted will appear, e.g. £10.00.



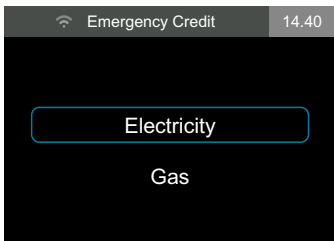
# How to activate emergency credit

If you are running low on credit (less than £2) and want to activate your emergency credit, this can be completed via the In Home Display (IHD) or the meters.

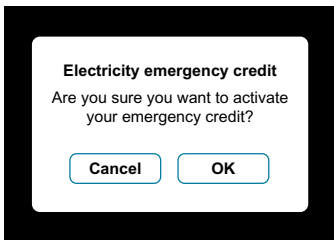
## Activating emergency credit on your In Home Display (IHD)

If the grey **e** symbol is shown on the Prepay balance tab, you can activate emergency credit from there.

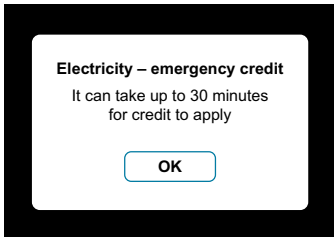
Select either electricity or gas emergency credit.



You'll then see a message asking if you want to activate your emergency credit. Click on **(OK)** to confirm.



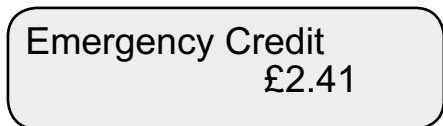
Once you've confirmed, the following screen will appear:



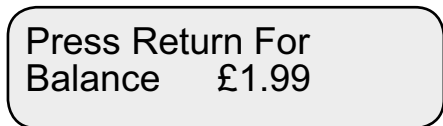
To check the emergency credit has been activated, you can click the (🏠) button to navigate back to the Home screen. When the emergency credit has been activated but is not yet in use, you'll see a green (e) symbol. The symbol will turn red (E) once the emergency credit is in use.

## Activating emergency credit on your gas meter

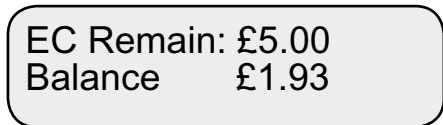
When emergency credit is available, the emergency credit enunciator will be displayed on the screen.



You can accept the emergency credit when the credit balance is below £2.00.

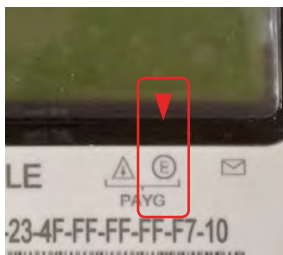


To activate the emergency credit, press and hold the return button.



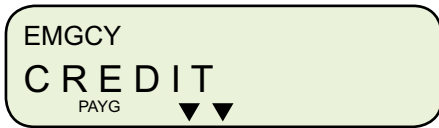
## Activating emergency credit on your electricity meter

When emergency credit is available, the emergency credit enunciator symbol (E) will be lit as shown below.

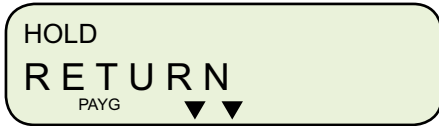


(Instructions continued on next page)

The following message will then appear on the screen



Press and hold the return button to accept.

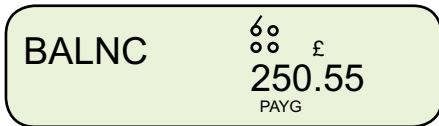


## How to re-enable your supply

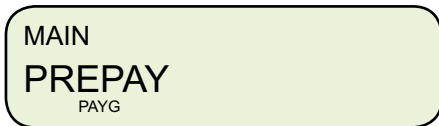
If your credit has run out and your supply is switched off, once you have credit on the meter again you'll need to re-enable your supply. Please note, supply for both gas and electricity can only be re-enabled from your meters.

### How to re-enable your supply on your electricity meter

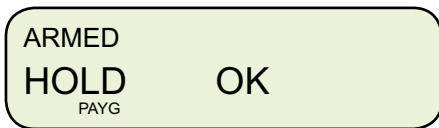
Once you have topped up, press and hold the **(OK)** button to enter the main menu.



Press and hold the **(OK)** button on the main Prepay screen.



Press the **(OK)** button to scroll through the menu until you reach Info—Supply. Then press and hold the **(OK)** button to enter.



Press and hold the **(OK)** button to re-enable supply.



## How to re-enable your supply on your gas meter

Once you have topped up and the Credit ARM screen appears, press the **(OK)** button.

SUPPLY: Armed  
Balance £5.30

Ensure all gas appliances are off. Press the **(OK)** button to enable supply.

Armed  
ENABLE? Press OK

Enabling will now begin.

Enabling

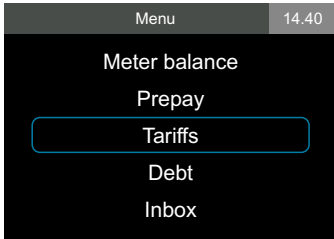
The enabled screen will display when the supply has been enabled.

Enabled

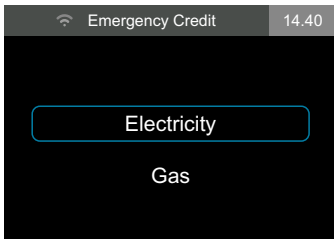
# How to view your tariff information

## View your tariff information on your In Home Display

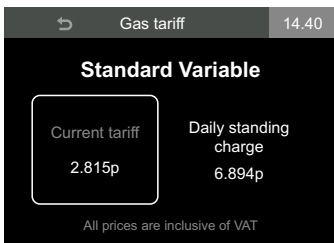
Press the (🏠) to enter the menu. Then scroll using the arrows to 'Tariffs' and press enter.



Select the relevant fuel (Electricity or Gas) and press enter.

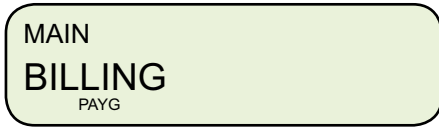


Your current prices will be displayed.

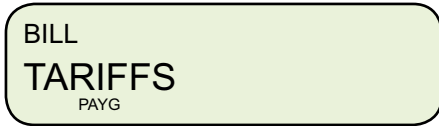


## View your tariff information on your electricity meter

Press and hold the (OK) button to enter the main menu.



Press and hold the (OK) button to access the Tariffs screen.



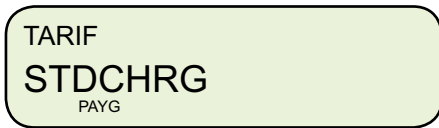
Press the (OK) button to scroll through the menu to access Tariff Now.



Press and hold the (OK) button to access the Price screen.



Press the (OK) button to access the Standing Charge screen.



Press and hold the (OK) button to access the Standing Charge per day screen.



## View your tariff information on your gas meter

Press the **(OK)** button to enter the main menu.

**PAYG**  
Balance £10.00

Press the **(OK)** button to enter the Prepayment menu.

**Prepay Menu**

Press the arrow button until you reach the Tariffs menu, then press the **(OK)** button.

**Tariffs**

Press the arrow button until you reach Now.

**NOW**

Press the OK button to view the Price.

**Rate 1**  
0.344p/kWh

From the Tariffs menu press the arrow button until you reach Standing Charge.

**Standing Charge**

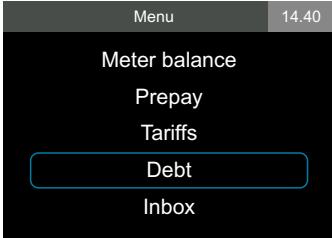
Press the **(OK)** button to view the Standing Charge.

**27.410 p/Day**

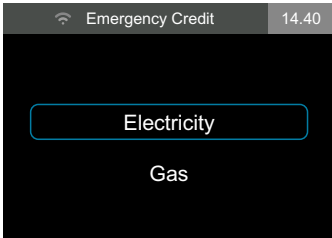
# How to view your debt screens

## How to view your debt screens on your In Home Display

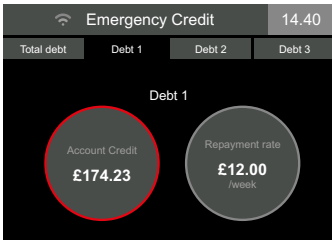
Press the (🏠) button to enter the menu. Then scroll using the arrows to 'Debt' and press enter.



Select the relevant fuel (Electricity or Gas) and press enter.



You will see your debt displayed.

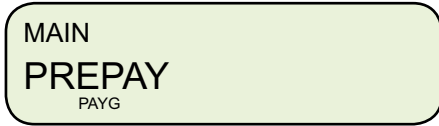


## How to view your debt screens on your electricity meter

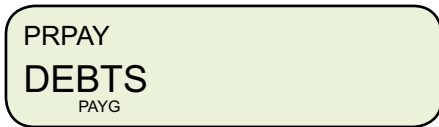
Press and hold the (OK) button to enter the main menu.



Press and hold the (OK) button to access the Main Prepay screen.



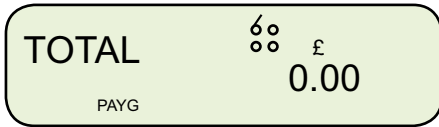
Press the (OK) button to scroll through the menu until you reach Prepay Debts and press and hold the (OK) button to enter.



Press the (OK) button to scroll through the menu until you reach Debts Total.



Press and hold the (OK) button to view the Total Debt.



## How to view your debt screens on your gas meter

Press the **(OK)** button to enter the main menu.

PAYG  
Balance £10.00

Press the **(OK)** button to access the prepayment menu.

Prepay Menu

Press the **(A)** button to enter the **Debts** menu.

Debts

Press the arrow button to access the **Total** debt screen.

Total

Press the **(OK)** button to enter this menu.

Total Debt:  
£100.00

Press the arrow button to access the **Debt 1** debt screen.

Debt 1

Press the **(OK)** button to enter this menu.

£0.10  
£0.00 per Hour

# Troubleshooting

## My In Home Display (IHD) isn't showing any information

If your IHD shows 'Waiting for data', it could be out of range and isn't able to communicate with the smart meter. So, try moving your IHD closer to the smart meter. If problems continue, please contact your supplier.

## My In Home Display (IHD) is making a noise

Your IHD has a built-in speaker. This is used to notify you of alerts, messages and can also provide feedback when you interact with the IHD. You can adjust the volume, and turn off/on the different sounds from the Settings page.

## My In Home Display (IHD) is blank or has switched itself off

The IHD backlight may have turned itself off to save power. To switch it back on, just press one of the touch buttons. The backlight setting can be changed from the Settings page.

If you're using batteries to power your IHD, it may be the batteries have gone flat. Simply reconnect to the mains adaptor or replace the batteries. When operating on battery power, the battery icon will be shown, and the running time is four hours.

We recommend that the IHD is powered continuously using the power supply provided.

## Safety notice

Please be aware of these simple safety precautions when using this product. Safe operation of your In Home Display (IHD) may be hindered if used in a way that isn't specified by the manufacturer.

Keep the IHD away from water and other liquids. Before cleaning, disconnect it from mains power supply (and clean with a soft, dry cloth only). Please contact your supplier if any components appear damaged or faulty.

Your IHD is designed to be used in an indoor domestic environment only.

To protect the environment, this product and its batteries must be disposed of safely.

This product is CE approved. This product complies with RoHS regulations.



# Extra help and information

As an SSE customer, there are plenty of other ways we can help you.

## SSE Reward

Sign up at [sasereward.com](https://sasereward.com) and get tickets for any event at the SSE Arena, Wembley, the SSE Arena, Belfast or the SSE Hydro, Glasgow, 48 hours before general release.\*

## Phone and Broadband

Choose from a range of great value, flexible packages. To find out more, visit the 'Broadband' section of our website or call us on **0345 197 1928**.

## Home Services

Get covered with our range of boiler service and boiler repair plans. To find out more, visit the 'Boilers & Heating' section of our website or call us on **0345 097 0807**.

## Need extra help?

In the 'Help' and 'Accessibility' sections at [sse.co.uk](https://sse.co.uk), you'll find details of our services for customers who need extra assistance, including financial support. If you agree, we can add your details to the Priority Service, which means you'll benefit from our range of extra support services. These services can help if any of the following applies to you:

- You have a long-term health condition or disability.
- You're over 65.
- You're not confident speaking to us in English.
- You just need some extra help in managing your new meter or account.

### Our range of extra support includes:

- Services to allow you to communicate directly with us if English is not your first language.
- Help if you use British Sign Language.
- Extra time to answer your door.
- A password scheme so you can be sure it's SSE calling.
- Bills and communications in other formats such as Braille, large print and audio.
- Priority help in the event of a power cut.

If you'd prefer, you can ask us to manage your accounts with the help of someone else you trust, like a friend or relative. As well as going online to find out more, you can also contact our call centres on:

- Phone: **0800 622 838**
- Textline: **0800 622 839**
- SignVideo: [sse.co.uk/signvideo](https://www.sse.co.uk/signvideo)

## Where can I find more information on smart meters?

To find out more about smart meters:

[sse.co.uk/smart](https://www.sse.co.uk/smart)

Learn more about using your In Home Display:

[sse.co.uk/energy/smart-meters/getting-started](https://www.sse.co.uk/energy/smart-meters/getting-started)

See what impact your changes make:

[sse.co.uk/help/energy/meters/smart-meters](https://www.sse.co.uk/help/energy/meters/smart-meters)

What to expect on the day of installation:

[sse.co.uk/energy/smart-meters/installing-your-smart-meter](https://www.sse.co.uk/energy/smart-meters/installing-your-smart-meter)

\*Subject to availability and the SSE Reward Terms and Conditions.

Our Terms & Conditions for the supply of smart metering are available at [www.sse.co.uk/smart-regulations](https://www.sse.co.uk/smart-regulations) or by writing to us at SSE Smart Customer Services, 4 Penner Road, Havant, Hampshire PO9 1QH. SSE Electricity 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 [www.sse.co.uk/smartinfo](https://www.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](mailto:smartcustomerservice@sse.com)

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of SSE Electricity Limited registered in England and Wales number 04094263 (supply of electricity) and Southern Electric Gas Limited registered in England and Wales number 02716495 (supply of gas), both members of the SSE Group. The registered office of SSE Electricity Limited and Southern Electric Gas Limited is No.1 Forbury Place, 43 Forbury Road, Reading RG1 3JH.

# Making your energy smarter

We're always here if you need us.  
Visit [sse.co.uk](https://www.sse.co.uk) or call **0345 026 0677**.