We’re here to help

For more information on your smart meters
call 0333 103 9053 8am – 8pm Mon to Fri
and 8am – 6pm Sat

Economy Energy  Friars House  Manor House Drive  Coventry  CV1 2TE
Your handy guide to using your
smart meter
and in-home display

Economy Energy
Giving you more for less
Think **smart**

Convenient ways to top up and manage your energy
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What are smart meters?

Smart meters show you exactly how much gas and electricity you’re using and what you’re spending in pounds and pence.

This information is displayed in near real time on a handy portable screen known as an in-home display. Smart meters also send automatic meter readings to us, your energy supplier.

Everyone in Britain will get one.

Smart meters will be fitted in 26 million homes by 2020 as part of a national rollout. It’s the biggest improvement to our energy system in decades.
How do smart meters work?

**Accurate data**
Your smart meters will send us your energy usage automatically. So there’s no need to give us meter readings.

**In-home display**
Your smart meters will wirelessly send information to your in-home display. You can use this to manage your energy.
Benefits

With your new smart meter you’ll be able to top up online, over the phone, by text message or by visiting your local PayPoint store.

When your credit starts running low your clever in-home display will let you know. You’ll also be able to:

See how much energy you’re using
Use your in-home display to easily see how much gas and electricity you’re using.

See how much you’re spending
You can view your hourly, daily, weekly and monthly costs in pounds and pence.

View your spend history
Keep an eye on all the top ups or payments you make – you can see the time and date of your payments along with amounts for each fuel.

Automatic meter readings
You’ll only ever pay for what you use – meter reads are sent automatically. There’s no need for engineers to visit your home for meter readings any more, although we’ll carry out some safety checks from time to time.

Get important updates
If there are any changes to your supply or we need to let you know something important, we’ll send a message to your in-home display.
Anytime, anywhere

You can now top up without having to go to the shops. Check out the options...
By top up app

Save more, spend less

Take control of your energy

Keep your finger on the pulse and top up your gas and electricity as you need it.
- free to download
- top up on the app or in store
- see your energy on your in home display
- helps with household budgeting

Download our app from your App Store and start saving today.

1. Go to www.economyenergy.co.uk/smart
2. Register for the online account payment. You will need your email address, and Gas and/or Electricity card numbers
3. Select the supply you wish to top up
4. Enter the amount you want to top up (min £10 max £99)
5. Enter your payment details
6. Your payment will be automatically sent to your meter and a receipt will be sent to you via email, or text message, whichever you prefer

To make sure your top up has been successful, check your in-home display main menu screen (page 12), by pressing the ‘Electricity’ or ‘Gas’ icons.

If it’s not been successful, you can top up manually using your in-home display and top up receipt (page 21).
Store the top up card numbers in your phone just in case your cards get lost or damaged.

1. Simply call 0333 103 9053
2. Press option 5
3. Follow the instructions. You will need your credit/debit payment card and your gas/electricity smart card to hand
4. Select the amount you wish to top up (min £10 max £99)
5. Your payment will be sent automatically to your meter

3 By phone
You can call us 24 hours a day and use our automated system to top up on the phone.

1. Register for the online account (see page 16)
2. Send PAY followed by your top up card number and amount to 0247 610 0767
3. Example for £20
   
<table>
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<th>PAY</th>
<th>98586xxxxxxxxxxxxx</th>
<th>20</th>
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<tbody>
<tr>
<td>Type PAY</td>
<td>19 digit top up card number</td>
<td>Top up amount (no £ sign)</td>
</tr>
</tbody>
</table>

   Ensure there is no £ sign and one space between each section. Your message should be:
   PAY98586xxxxxxxxxxxxx 20

4 By text
After you register for your online account, you’ll be able to top up by sending us a text message.

1. Give your card to the retailer and process the payment
2. You will receive a receipt. Please keep it until the payment has registered on your meter
3. Your meter should be credited immediately but it may take up to 45 min to show on your in-home display
4. Your meter should be credited – you can check it via your in-home display

5 In store
Top up at one of the 1000s of PayPoint stores across the country using your payment card.
Meet your in-home display

This handbook will help you get the most out of your in-home display

Rather than meter readings hiding away in a cupboard, your new in-home display means your energy use is much more visible than before.

Your in-home display will also help you find out which appliances in your home are using the most energy and can help you cut costs by making simple everyday changes.
Using your in-home display

It’s battery operated, can sit anywhere in your home and connects wirelessly to your smart meter.

It has a simple touch-screen that helps you understand how much energy you’re using and get an idea of what your appliances cost to run.

You’ll also be able to do things like top up from the comfort of your kitchen or living room; through our website, over the phone, by text message and on our app.

The in-home display will also show you messages and alerts, so you’ll know if you need to top up or if we need to tell you about any news.
Instructions

Here’s a screen-by-screen guide to using your in-home display
## Getting started

Here’s a quick summary of your in-home display

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Using your in-home display

Your in-home display runs on two AAA batteries or can be plugged into the mains. When you look at your screen for the first time the screen might be blank. Don’t worry, it’s just sleeping to save you energy!

To wake it up press the button on the left-hand side. It'll light up and show the main menu and all the things you can do.

The back light uses so little energy, it would cost less than 20p all year to keep it on at all times!

The main screen

When you turn it on, this is the screen that will appear. The screen will show you what your balance is, how many days it will last and the status of your account.

You can switch between dual fuel, electricity or gas to see more information about that fuel.

It also tells you which mode you’re in (Prepayment, Credit, Emergency, Friendly Credit).
**Main menu**

This is your main screen for everything. It has simple icons that can be used to access most of the functions on the meter.

You can always return to the main menu from most screens by pressing menu icon in the top left hand corner.

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**When to top up**

Your in-home display makes it simple to keep track of your usage. When you’re in the main screen, the lights at the top will flash green, amber or red letting you know how much credit you have.

- **Plenty of credit left**
- **Credit is half used**
- **Low credit**

Lights can be turned on and off in the settings screen.
**Energy usage**

The dual fuel/gas/electric screen will show your current energy usage. You can programme a target into your in-home display and it'll tell you whether you are: staying on target (amber) using more (red) or using less (green).

**Messages**

To make your life easier, your in-home display comes with built in messaging. We’ll let you know about any changes to your meter, in-home display or tariff. The message icon will flash until you open it.
Spend history

Your in-home display holds really useful information over the last 12 months. It lets you view your consumption by hour, day, week, month or full year.

You can see at a glance how much energy you use across different time spans on a simple chart.

You can also scroll through your usage, choose between £ per hour, kWh and CO2Kg for either electricity or gas.

Settings

In settings you can set energy targets and credit alerts as well as adjust sound and display settings.

You can also see here your meter serial numbers and MPAN (electricity)/MPRN (gas) numbers. You might need these if you decide to call us.
Ever wonder where your top ups go? Here’s how it works...

**Standing charges**
Depending on your tariff you might have a daily fixed charge that goes towards the cost of supplying services to your home. It includes the cost of the wires and pipes and maintenance of your meters.

**Unit rate**
A unit rate is what we charge for each unit of energy (kilowatt-hour) you use. The more you use your gas and electricity, the more units you’ll use and the faster your credit will go down.

**Watch the weather**
It sounds simple, but try to budget for the colder weather in winter. When it gets cold outside you’ll use more energy to keep your house warm.
Using your in-home display in Pay As You Go mode

**Setting credit alerts**

If you’re Pay As You Go, the credit alert function will notify you when you are close to running out of credit. It’s automatically set to £2 and if you reach that amount the in-home display will sound an alarm.

You can change this amount by clicking ‘£ amount’ box to something that better suits your needs. To access this feature press settings then credit alerts in your main menu panel.

**We recommend to set the credit limit no lower than £1, otherwise you might not have enough time to top up.**

**Emergency credit**

If you’re Pay As You Go, and you run low on credit, your meter will display an alert to let you know. It will sound an alarm and LED light will change to red.

The £10 emergency credit is available when your credit is running low and the LED light is flashing red. To activate Emergency Credit press E-credit on the default screen or when the alert comes up.

**Remember you have to repay any emergency credit you use in full the next time you top up.**
Friendly credit

If you’re Pay As You Go and your emergency credit runs out after 4pm we guarantee your supplies WILL NOT go off until 10am the next day.

If you run out of credit after 4pm on a Friday or over the weekend, your supplies won’t go off until 10am on Monday (or Tuesday if it’s a Bank Holiday).

The display will show when friendly credit hours are ending and when your supply is due to go off. It will also tell you how much credit you’ve used.

How to check how much you need to repay

When you look in the bottom left corner on your default screen you can see which mode you’re in.

E - Emergency Credit
F - Friendly Credit
P - Normal prepayment mode

If you’re unsure how much to repay refer to the account screen. If you owe anything it will appear on your balance as a negative figure.

If you’ve lost your power you must repay all emergency and friendly credit plus at least £1 of positive credit in order to restore your power.
Making a manual top up

Sometimes (very rarely) your top up won’t go straight through to your meter. In that case you would have to manually top up using the in-home display.

It’s really easy. To access your manual top up press account tab on the main menu screen, select gas or electricity (depending which fuel you want to top up), followed by payment.

Type in the ‘vend’ code you received when topping up on our app, in store, online or via text message (you can see it on every receipt) in the payment box.

If the screen shows the ‘rejected’ message – your top up has already reached your meter or you may be typing the code wrong.

You should always keep your receipts in the event that your top up is not successful.
If you lose your electricity supply

If your credit runs out including emergency credit, and you haven’t topped up in time, your supply will turn off. To restore it you’ll need to top up so you’re in credit by at least £1.

Once you’ve topped up, turn on your In-home display and you’ll see this screen. Simply press ‘restore’ then ‘confirm’. Someone will need to be at the property to switch electricity back on.

If your in-home display is not working:

- Go to your electricity meter
- Press A on the keypad to activate
- Press A again
- Press B and your electricity should be back on

If you lose your gas supply

Reconnecting you gas meter cannot be done using in-home display. This is for your safety and is regulated across the energy industry.

To restore your gas, you’ll need to top up so you’re in credit by at least £1.

To reconnect your gas supply:

- Go to your gas meter
- Press A on the keypad to activate
- Press A again
- Press B and your gas should be back on
Frequently asked questions

Do I still need to provide meter readings?
No. You don’t have to do a thing. Your smart meter sends the readings to Economy Energy automatically. Our meter readers may still call every 6 months just to complete safety inspections or if your meter is not communicating with us.

How often does the smart meter send information?
Your meter updates the reading multiple times a day and we get a daily report of your usage.

Will I spend more because I have a smart meter?
No. The smart meter measures your energy usage accurately so you’ll be charged for the energy you actually use. By using your in-home display 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.

How can I check my tariff prices?
You can check your tariff details by pressing the ‘tariff’ icon on your smart meter or by pressing 6 on your meters.

Does the same top up card work for both my electricity and gas meters?
No. Each meter will have its own top up card and they will only work with that exact meter. We’ve made it easy to distinguish which card is for which fuel, so you should have no trouble when topping up. Why not store the top up card numbers in your phone for easy access?

If you do have any issues, please call us on 0333 103 9053.
What if I lose my top up cards?

Don’t worry your card can’t be used with any other meter. If you lose them, you won’t lose any money.

Call us on 0333 103 9053 to report the loss and we will arrange for the new one to be sent out to you (a charge might be applicable).

We’ll also provide your 19-digit card number in the meantime, which you can use to top up at any PayPoint outlet, online, over the phone or via text message. It’s good to keep these stored in your phone for easy access.

Where can I find a PayPoint outlet?

If you choose to top up your meters at a newsagent, supermarket or petrol stations, there are a number of ways to find your nearest PayPoint store:

On the letter attached to your cards, you’ll find the four closest PayPoint outlets to your home.

Any store on the high street that offers PayPoint services are clearly signposted with two ‘P’s on a yellow background.

If your top up card does not swipe at PayPoint, you can ask the retailer to do it manually for you by typing in the number in the top up machine.

The PayPoint store finder: www.paypoint.com

Can I top up online?

Yes. You can top up online via our website or our app. Register for the online payment service and top up on your laptop, mobile or tablet in the comfort of your home (see page 16). When using it next time just log in with your email and password and follow the same steps.

We advise that you make your first top up in store to ensure your payment card is registered.
What happens if I run out of credit?

If you run out of credit, you will be able to use your ‘Emergency Credit’ – this stops you losing power and gives you time to top up your meter.

You’ll receive regular alarms from your in-home display telling you when your credit is running low – you can even set them to a level to suit you.

Please note: you’ll have to manually activate your emergency credit using your in-home display as described on page 19. You’ll have to repay the emergency credit you use before any other emergency credit is made available.

What if my top up doesn’t automatically credit my meter(s) and I have to manually enter my top up?

You can easily top up manually using your in-home display. Follow the instructions on page 21.

My manual top up using the in-home display didn’t work. How else can I top up my meter?

If your meter is not automatically credited, then you are able to manually top up using your smart meter panel and the ‘vend code’ on your receipt.

What happens if I lose my receipt before I’ve entered my top up code into the meter?

In the event that you lose your receipt, you can contact our customer service team on 0333 103 9053, who will have a history of all of your transactions and will be able to give you your top up code over the phone.

My display is making a noise. What does it mean?

The audio alert on your display will sound if you go over your budget or your credit is coming to an end. You can switch it on and off in the Settings screen (page 14).

My energy has disconnected, what can I do?

Follow the steps on page 22. If you still experience the issues afterwards please contact our customer service team on 0333 103 9053 during standard working hours. For out-of-hours access please see the emergency numbers on the last page.
Priority Services

A little extra help

Let us know if you’re of pensionable age, disabled, living with a long term illness or getting means tested benefits with children under five. You could go on our Priority Services Register.

This means we can help with providing your statements in different formats (such as large print), we might be able to move your meter, we can send duplicate copies of any letters, documents or emails to a friend, carer or relative chosen by you. If your well-being is critically dependent on your energy supply, we can make sure you get longer notice than usual if it needs to be turned off.

Call us on 0333 103 9053 and speak to a member of our team.

Money worries

Don’t wait, pick up the phone

We’re all human and sometimes talking about money troubles can be the first step towards sorting things out.

If you’re struggling financially and falling behind with other household bills, StepChange Debt Charity may be able to help. Expert personal advice is available on Freephone 0800 138 1111 (Mon to Fri 8am - 8pm and Saturday 8am - 4pm), or online at www.stepchange.org
Emergencies

Electricity

If you have a power cut

Please contact the electricity helpline – available 24/7 by dialling 105.

They will connect you to your local network operator. These guys look after all the cables that connect your neighbourhood to the electricity grid.

If you are on the Priority Service Register please call 0800 917 7953 and your case will be treated as urgent.

Gas

If you smell gas and think there’s a problem

call National Grid on 0800 111 999 without delay.