



Your smart meter display

Step-by-step user guide



WELCOME TO THE FUTURE OF HOME ENERGY

This booklet shows you how your smart meter display works and includes key safety and operating instructions. It's important you read it before you start using your smart meter display.

Your smart meter display

Your smart meter display will show you how much electricity and gas you're using and what it costs in near real time, meaning your electricity information normally updates every ten seconds and your gas information normally updates every 30 minutes.⁽¹⁾

Having this information at your fingertips helps you to keep a closer eye on your consumption and take greater control over your use of household energy.

Now that you have your smart meter display, you'll be able to estimate how much the cost of your electricity drops by after you turn off an appliance at the wall socket. This information could help you to reduce your energy bills.

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¹ The smart meter display only gives you an indication of the cost.

BEFORE YOU START

Here are a few practical things you need to be aware of before you use your smart meter display. This should help you get up and running safely.

Charging your smart meter display

It's best to leave your smart meter display plugged into the mains. But it does have a built-in rechargeable battery which should last for around four hours if it isn't connected. If the battery does get low, the low battery icon will flash (see page five). If this happens you should plug the smart

meter display in to recharge. It usually takes about three hours.

Connecting the power supply

Connect the supplied power lead to your smart meter display via the input on the back. The average power consumption of your smart meter display is below 0.6 watts over one day, which is typically less than an LCD TV being left on standby for several hours.²

Turning your smart meter display on

Press and hold the power button on the

back of your smart meter display to turn it on. To turn it off, press and hold the same button for five seconds.

Smart meter connection

Each time you turn the smart meter display on, it will show 'Welcome to IHD2' then 'Attempting to pair'. It takes less than a minute for your electricity usage to show on screen. It may take around two minutes for your gas usage to show.

² Taken from carbonfootprint.com/energyconsumption



UNDERSTANDING YOUR SMART METER DISPLAY

Below you'll find details of all the main functions and icons shown on the main screen.

Function buttons



Home

Press this to return to the main screen.



Utility

Press this to scroll through the usage and cost of your electricity, gas or both.



Info

Press this button to scroll through various menu options including seeing your latest meter reading or turning the key sounds off.



Time period

Press to see your energy usage or the costs for the current day, week, month and year.



Back and forward arrows

Press these to scroll backwards and forwards through the options.



Ambient light

Your smart meter display has an ambient light which will change based on your electricity usage – green means low, amber means medium and red means high. The energy usage levels are pre-set based on the national average but will change and update based on your household usage over time. You can turn the ambient light off by pressing the info button and scrolling through the various menu options until you get to 'ambient lights'.

Signal strength

More bars indicate a strong signal between your smart meter display and your smart meter. If you have a weak signal, try moving the smart meter display closer to your meter.

Low battery

If your smart meter display is not connected to the mains, this will flash when the battery is very low. Connect the smart meter display to the power supply to recharge.

New message

Shows that a new message has been sent to your smart meter display. Press the Info button to read the message.

The current time

Usage indicator bars

Your energy usage is shown via a coloured indicator bar. Green means low, amber means medium and red means high. The energy usage levels are pre-set but will change and update based on your household usage over time.³

³ Maximum usage levels are pre-set at 20kW

Next tariff

This tells you if your costs per kWh are due to change within the next hour. This may happen, for example, if your tariff has an evening rate. A green arrow means your costs will reduce and a red arrow means your costs will increase.

Power supply

Indicates your smart meter display is connected to a power supply.

Utility

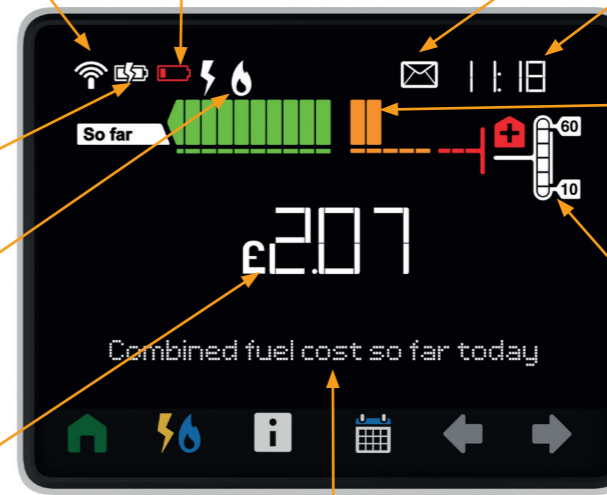
Shows which energy information is being displayed – electricity, gas or both. Electricity is represented by the lightning bolt symbol. Gas is represented by the flame symbol.

Usage and cost

Displays the amount of energy used (kWh) or the cost of the energy used (£).

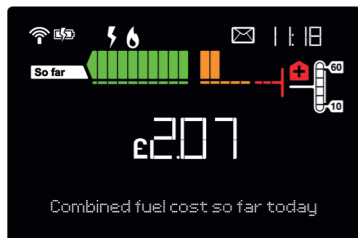
Lower display

Displays additional text when you're on certain screens.



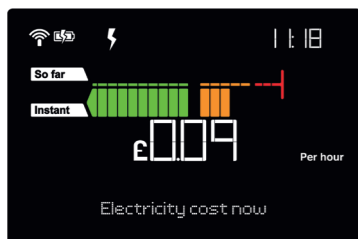
SETTING YOUR ENERGY DISPLAY MODE

Your smart meter display can be set to show your costs (£) and usage (kWh) in two different ways – total and instant:



Total cost (£)

- Your total cost for the current day will automatically show on the home screen.
- Keep pressing the time period button to see your total cost for the current week, month and year.
- Press the back arrow button at any stage to see your total cost for previous days, weeks, months and year.



Instant cost (£)

- This mode is only available for your electricity.
- This shows your electricity cost in near real time, meaning the information normally updates every five seconds.
- From the home screen, keep pressing the time period button until 'Electricity cost now' is shown in the lower display.

Total usage (kWh)

- Press the info button from the home screen to see your total usage for the current day.
- Keep pressing the time period button to see your total usage for the current week, month and year.
- Press the back arrow button at any stage to review your total usage for previous days, weeks, months and year.

Instant usage (kWh)

- This mode is only available for your electricity.
- Press the info button from the home screen to see your electricity usage for the current day.
- Keep pressing the time period button until 'Electricity usage now' is shown in the lower display.

WHERE TO PUT YOUR SMART METER DISPLAY

When choosing the best location for your smart meter display, it's worth considering the following:

- Keep your smart meter display somewhere clearly visible and readily accessible, such as the kitchen, hallway or living room. It's best to mount it on the supplied stand.

- If the message 'Attempting to pair' is displayed more than one hour after turning it on, move it closer to your smart meter. If problems continue, call us on **0800 015 8787**. We're open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.⁴

- Don't leave the smart meter display or power pack in direct sunlight.

⁴ Calls to 0800 numbers are free from BT landlines, but other networks may charge for these calls

SAFETY PRECAUTIONS

Following these guidelines will help you to use your smart meter display safely and avoid damaging it;

- Only use the power lead supplied with the smart meter display. Always switch off power at the socket before attaching or removing the power lead.
- Don't use the smart meter display with a damaged power adaptor or lead.

- Don't expose the smart meter display to moisture, chemicals or any other liquids.
- Clean the smart meter display using only a soft dry cloth.
- Don't open the smart meter display (there are no user serviceable parts inside.)

- We'll maintain your smart meter display for up to 12 months. If it's faulty during this time, call us to arrange an appointment for us to replace it.
- Make sure you don't dispose of the smart meter display with your house waste. Return it to EDF Energy, 255 Broadway, Bexleyheath, Kent, DA6 8ET.





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