Your Smart Pay As You Go Meter

Quick Start Guide

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If you need any help or advice, please go online for more information at **sse.co.uk/smart-meters/pay-as-you-go**

Contents

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)

The left of the screen shows the current rate of electricity consumption. As appliances and lights are switched on and off, the dial needle will move.

The rate of consumption is shown in cost per hour or, if kW is selected, the rate of energy being used.

Press to enter Menu whilst on Home screen.

Press to return to Home.

Use the ‹ › buttons to navigate around the screen.

The LED at the bottom of the IHD shows your electricity usage (GREEN for low, AMBER for medium or RED for high) or BLUE for gas-only setups.

The banner bar allows you to check the smart meter(s) signal strength, and WiFi signal strength (if fitted).

Use ‹ › Use arrow buttons to move between Energy now, Energy today and Prepay balance (if applicable) tabs.

The flame shows the recent rate of gas consumption (typically over the last 30 minutes).

If you only have a gas smart meter, then the electricity dial is not shown.

Press to return to previous screen.

Press to switch between cost or energy consumption whilst on Home screen.

Home	14:37
Energy now	Energy today	Prepay balance
Electricity	Gas
0.26 /hr	£0.05 /hr

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.
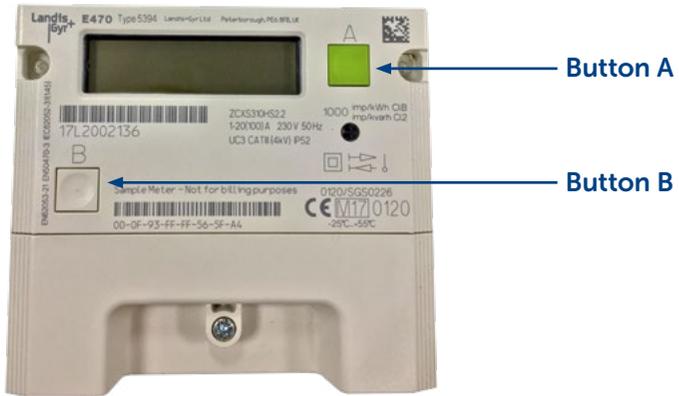
Support

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

Button A

Button B

Your gas meter

Button A

Button B

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.

Electricity
Smart Pay As You Go
MR A N Other
Account no 1234567890
sse
6300790012345678

Gas
Smart Pay As You Go
MR A N Other
Account no 1234567890
sse
6400790012345678

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**

- **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**

- **Online** – Make payments by credit or debit card with our 'SSE Top-Up' app or at **sse.co.uk/topup**

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

Top-Up

Top-up your credit anytime and anywhere with the 'SSE Top-Up' app.

Download free from the App Store for iPhone and on Google Play.

Download on the App Store

GET IT ON Google Play

Apple, the Apple logo, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries and regions. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

If you need any help or advice, please go online for more information at **sse.co.uk/smart-meters/pay-as-you-go**

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	6pm – 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.

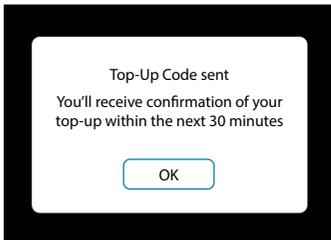# Entering Top-Up Code GEO to your In Home Display (IHD)

First, press (🏠) button to enter the menu. Using the arrows, scroll to 'Prepay' and press
(⭕) to enter. Then select Electricity or Gas top-up.
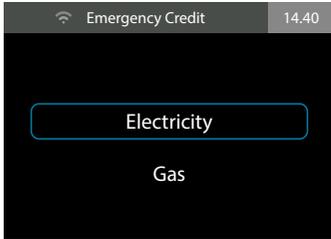
Enter your Top-Up Code using the arrow keys to navigate around the keypad and finally
click the (⭕) sign.

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

Entering your Top-Up Code on your gas meter

Press the Ⓐ button to enter the main menu.

```
Meter Index
00000.000m3
```

Press button Ⓐ twice to access the Accept Credit Entry screen.

```
Credit Entry?
A=No,        B=Yes
```

Press button Ⓑ to access the Vend Code Entry screen.

```
Vend Code:    ****
*********************
```

To enter the Top-Up Code number, use button Ⓐ to increase the digits and button Ⓑ to move on to the next digit, or to scroll through the numbers if an incorrect digit has been entered.

```
Vend Code:    1234
567890123456789
```

When all 20 digits have been correctly selected, press and hold 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 Accepted
```

Entering your Top-Up Code on your electricity meter

Press the (A) button to enter the main menu.

```
Rate  01  Act  ImP
☐  Import ▾  ⍭ �__   0046.808KWH
```

Press button (A) twice to access the Add Credit screen.

```
Add Credit      A=No
                B=Yes
```
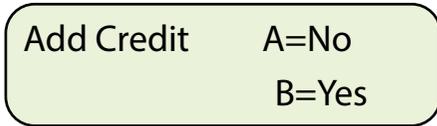
Press button (B) to access the Top-Up Code Entry screen.

```
*************************
        Code
```

To enter the Top-Up Code number, use button (A) to increase the digits and button (B) to move on to the next digit, or to scroll through the numbers if an incorrect digit has been entered.

```
32145698712345678
        Code
```
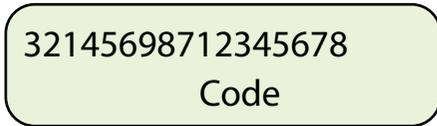
Once all 20 digits have been correctly entered, press and hold the (B) button to confirm. If successful, confirmation of the top-up amount accepted will appear, e.g. £10.00.

```
£10.00 Accepted
```

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 using the In Home Display (IHD) or your 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.
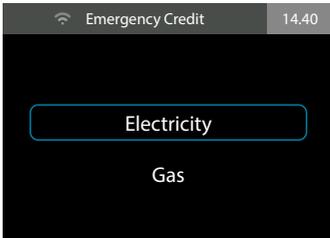
You'll then see a message asking if you want to activate your emergency credit. Click on **(OK)** to confirm.
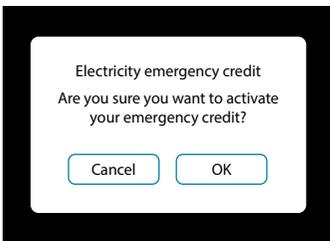
Once you've confirmed, the following screen will appear:
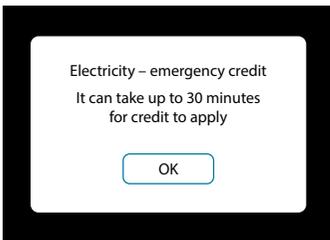
To check the emergency credit has been activated, you can click the (🏠) button to navigate back to the Home screen. When the emergency credit has been activated but is not yet in use, you'll see a green **e** symbol. The symbol will turn red **e** once the emergency credit is in use.

Activating emergency credit on your gas meter

When the emergency credit is available, it'll be displayed on the screen.

```
CRED   £   0.46   ON
EmCr   Available
```

To accept the emergency credit, press button (A) to reach the Meter Index and then button (A) again to access the Emergency Acceptance screen.

```
Accept        EmCr?
A=Next        B=Yes
```

Press button (A) to access the Confirmation screen.

```
Confirm       EmCr?
A=No          B=Yes
```

Press button (B) to confirm. Your emergency credit is now accepted.

```
CRED   £   0.00   ON
EmCr   £      5.00Acc
```

Activating emergency credit on your electricity meter

When Emergency credit is available, it'll be displayed on the screen.

```
Credit Em Cr
          £ 01.57
```
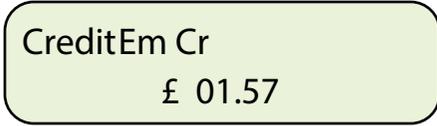
To accept the emergency credit, press button (B) to enter the acceptance screen.

```
EC Accept       A=No
                B=Yes
```
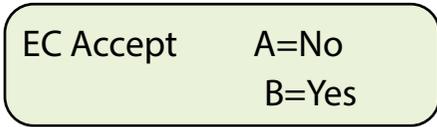
Press button (B) to accept emergency credit.

```
Credit
          £ 01.57
```

```
EM Cr Accepted
          £ 05.00
```
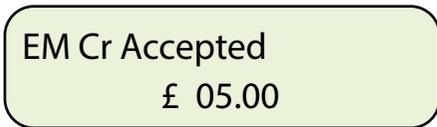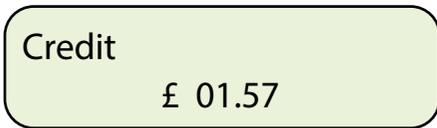
How to re-enable your supply

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

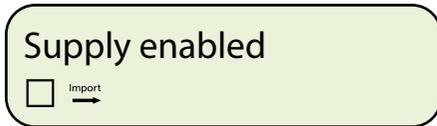Once you have topped up, press button (A) to enter the main menu.

```
Rate  01  Act  ImP
☐  Import ↻.ıl    0046.808 KWH
```
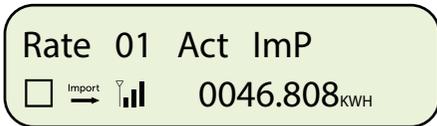
Press button (A) to enter Prepayment status.

```
CR Press B for
⊠  Import →      Elec
```
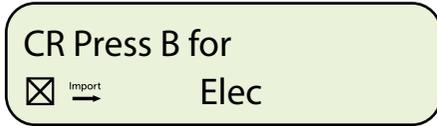
Press button (B) to enter Prepayment status.

```
Enable supply?
B=Yes A=No
```
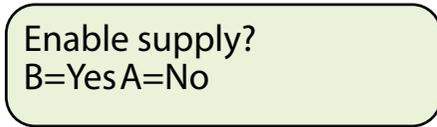
Press and hold button (B) to re-enable supply.

```
Supply enabled
☐  Import →
```

How to re-enable your supply on your gas meter

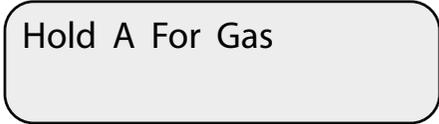Once you have topped up and the Credit ARM screen appears, press button (B).

```
Credit        ARM
Press   B   For   Gas
```
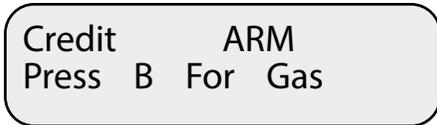
Release button (B).

```
Release B
```

Press the (A) button to confirm appliances are off.

```
Appliances  OFF  ?
Hold A For Gas
```

Hold button (A) until the display changes.

```
Hold  A  For  Gas
```

Release the (A) button.

```
Release A
For Gas
```

Then wait for the valve to open.

```
Please Wait...
Opening Valve
```

Your gas supply is now re-enabled.
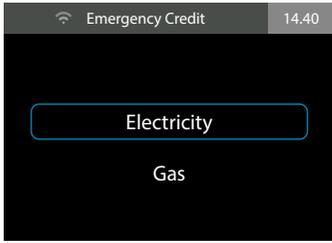
```
Credit          ON
```
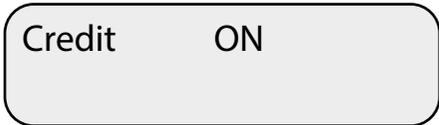
How to view your tariff information

View your tariff information on your In Home Display (IHD)

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

Menu	14.40
Meter balance	
Prepay	
Tariffs	
Debt	
Inbox	
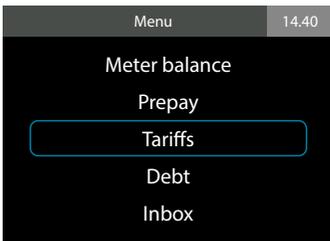
Select the relevant fuel (Electricity or Gas) and press enter.
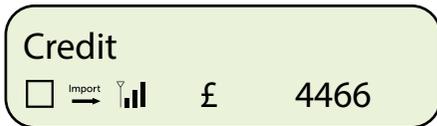

Your current prices will be displayed.
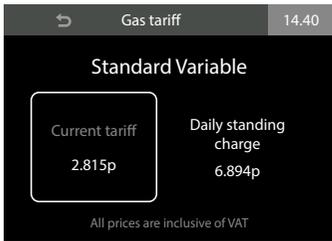
View your tariff information on your electricity meter

Press button (A) to enter the main menu.

Press and hold button (A) to access the Credit screen.

Press button (A) to scroll through the menu to access the Active Tariff Price (ACT) screen.

```
Act  Tariff  Price
☐  →Import  ▏l    £    0.13kwh
```

Continue to press the (A) button to access the Standing Charge screen.

```
Standing   Charge
☐  →Import  ▏l    £    0.27
```

View your tariff information on your gas meter

Press button (A) to enter the main menu.

```
Meter Index
00000.000m3
```

Press and hold button (A) to access the Prepayment menu.

```
CRED £ 4.49 ARM
```

Press button (A) to scroll through the Prepayment menu until you reach the Pricing screen.
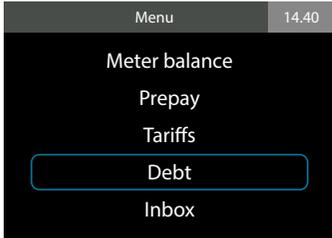
```
11  PriceNow   R1B1
£0.03440/kwh
```

Continue to press button (A) until you reach the Standing Charge screen.

```
25 Standing   Chrg
       £0.27410/Day
```
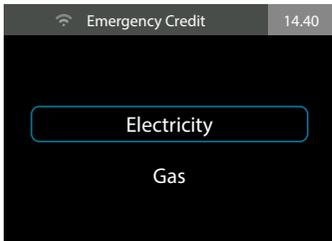
How to view your debt screens

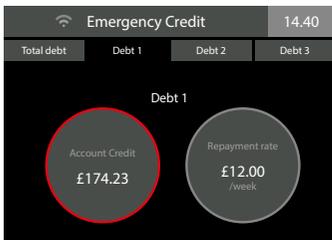## How to view your debt screens on your In Home Display (IHD)

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
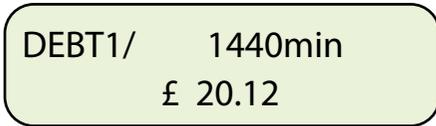
Press button (A) to enter the main menu.

```
Rate  01  Act  ImP
□  Import  ▐ll      0046.808KWH
```

Press and hold button (A) to access the Credit screen.

```
Credit
□  Import  ▐ll     £        4466
```

Press button (A) to scroll through the menu until you reach the Debt Remaining screen.

```
DEBT1 REMAINING
            £ 20.12
```

Continue to press button (A) until you reach the Standing Charge screen.

```
DEBT1/      1440min
            £ 20.12
```

How to view your debt screens on your gas meter

Press button (A) to enter the main menu.

Meter Index
00000.000m3

Press and hold button (A) to access the Prepayment menu.

CRED £ 4.49 ARM

Press button (A) to scroll through the Prepayment menu until you reach the Debt Recovery Rate screen.

14 D1 Collection
£0060.00 per day

Continue to press button (A) until you reach the Debt Remaining screen.

15 D1 Remaining
        £0123.45

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 **ssereward.com** and get tickets for any event at the SSE Arena, Wembley, 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**, 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**

Where can I find more information on smart meters?

To find out more about smart meters:
sse.co.uk/smart

Learn more about using your In Home Display:
sse.co.uk/smart-meters/in-home-display-help

See what impact your changes make:
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

Making your energy smarter

We're always here if you need us.
Visit **sse.co.uk** or call **0345 026 0677.**