



Part of the OVO Family

A guide to your In-Home Display

In 2020, SSE Energy Services (the part of the SSE Group that supplied your energy) became part of the OVO family - a group also made up of OVO Energy and CORGI HomePlan. Together, we now power nearly 5 million homes across the UK with a mission to bring clean, affordable energy to all.

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Meet your In-Home Display, IHD for short

Your IHD connects with your smart meter(s) and gives you lots of useful information about your energy use. It can help you to:

- See how much energy you are using
- Translate Watts into pounds and pence
- See how much you're spending
- Set targets for your energy usage
- Take control of your energy usage

Getting started

Plug your IHD into the mains and press and hold the button on the back to turn it on. During your IHD installation, you will be able to watch a tutorial that demonstrates how to use your display. To watch this again, press the **OK** or **MENU** button, followed by the right arrow. When you see "Tutorial", press **OK** to watch.

You can configure the screen on the IHD to dim or switch off at certain times of the day. Press **OK** or **MENU** and scroll to "Settings".

Good to know

Keeping your IHD safe

You should only use your IHD charger to power it. Using any other type could damage it.

How to power it

Simply keep it plugged in. It'll keep doing its thing. When unplugged, the battery of your IHD will last for about four hours.

How long it takes to fully charge

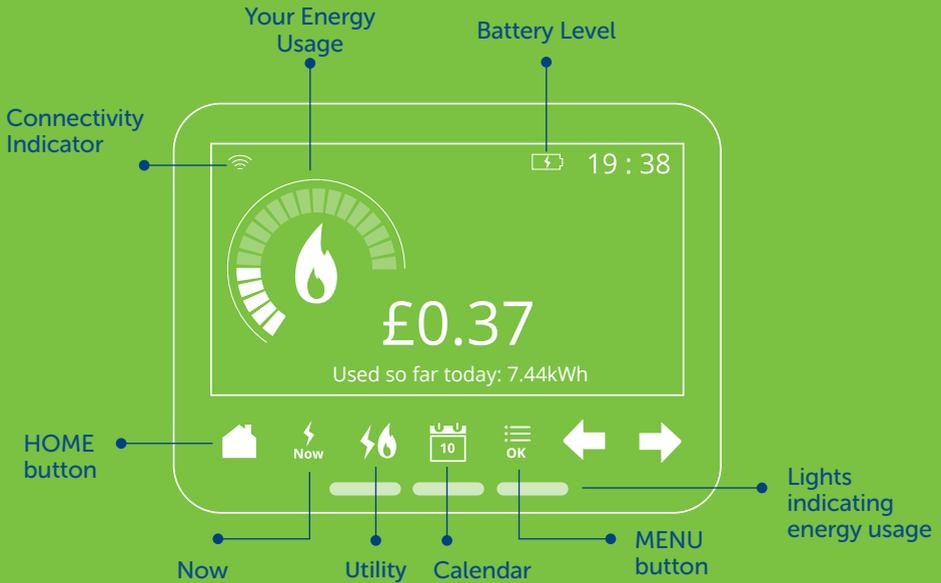
Around three hours. If you see this , it's still charging.

How to check its battery level

Just look for this . Your screen will be bright when it's fully charged, and will get dimmer when the battery is running low.

This is how your IHD3 works

Here's what all the icons mean on your IHD3 screen:



How to see your energy use on your IHD

You can check how much you've used daily, weekly or monthly, or in real time – in £ and p and kWh. Just press:

- **HOME** – to see how much energy you've used today
- **NOW** – to see how much energy you're using in real time
- **UTILITY** – to switch between your electricity use, gas use and both
- **CALENDAR** – to go through daily, weekly and monthly use (and the **LEFT** arrow to scroll back)

What the colours at the bottom of the screen mean

They'll show you the status of your energy use:

LOW (green), **MEDIUM** (amber) and **HIGH** (red).

At first, this will be an estimate based on the energy use of a typical consumer.

After a while, your IHD will learn your habits and adjust everything on your energy use.

How to set an energy budget

Just tap these buttons:

1. **OK**
2. Press the right arrow
3. **ADJUST SETTINGS**
4. **OK**
5. **SET BUDGET**
6. Then **OK** again
7. **CALENDAR** – to choose how long you want to set the budget for (daily, weekly or monthly)
8. Use the arrows to increase or reduce your budget (after a while, you'll see here your energy use for the previous period too)
9. **OK** – if you're happy with your budget

Troubleshooting tips, just in case

My IHD screen is blank

If your IHD screen is blank, plug the IHD in and leave it to charge. Next, turn it on using the round flat button on the back. Try another plug socket to ensure that isn't the issue. If the IHD screen is still blank, please call us on 0345 071 3991.

My IHD is showing an error message

If your IHD shows "Waiting for data" or "Connection lost", it could be out of range and isn't able to communicate with the smart meter. First turn off the IHD, wait a minute, and then turn it on again. If the connection icon is not visible, try moving the IHD closer to your smart meter. If you are still seeing one of these messages, please call us on 0345 071 3991.

My IHD keeps rebooting, or switching itself off

To ensure your smart meter system is up to date, we will perform regular remote firmware updates. This may disconnect your IHD from the smart metering system and your IHD will automatically try to establish a secure connection. If it is unable to connect, the IHD will restart itself and will continue trying to connect. If you are experiencing this problem, please call us on 0345 071 3991.

If you're still getting estimated bills

It's possible that we've lost connection with your smart meter for a bit. We'll most likely spot this in our system, so we might ask you to check a few things.

If you see flashing lights on your meter

Don't worry, it's completely normal, and a good sign that your meter is working perfectly.

Tips to cut carbon, and bills

By tracking your energy use, your meter can help you make small changes to waste less energy. This way, you can cut your energy bills and your carbon emissions too.

Here are some easy steps you can take, room by room

In your bedroom:

- Remember to turn off the lights when you're not in there
- Only turn the heating on when you're in
- When it's cold, snuggle up with a cosy jumper or an extra blanket, instead of turning up the radiator
- In summer, stay cool by opening windows – and rolling down the blinds when it's sunny

In your kitchen:

- It's best to only fill the kettle with the water you need
- Have a go at washing your dishes in the bowl, instead of under a running tap
- Take your time, let your hot food cool down (except for rice) before putting it in the fridge
- Try using the washing machine with a full load, and at 30°C or cooler
- Fully load your dishwasher, and select the eco setting
- Match your pans with the right hob size
- In winter, use the highest spin cycle so your clothes are as dry as possible before you take them out
- Make sure your boiler does its job well – get it checked once a year

In your bathroom:

- Install water-saving gadgets like aerating shower heads (they're usually free from your water company)
- Try to use cold instead of hot water to rinse your toothbrush
- Turn off the fan, and open the window instead
- Make a note of any dripping taps so you can fix them – the sooner, the better

In your living room:

- Make a habit of switching off all the lights you don't need
- Keep your thermostat between 18°C and 21°C
- Switch off appliances you're not using, like your TV or laptop
- Try to turn off everything that's on standby
- Swap halogen bulbs for LEDs, for good

In your garden:

- In summer, go for a washing line instead of a tumble dryer
- Remember to turn off your outdoor lights and heaters when you don't need them
- Try to store rainwater to water your plants
- Set your sprinklers to water only what you need

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 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.

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.

Need extra help?

In the 'Help' and 'Accessibility' sections at [sse.co.uk](https://www.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

*Subject to availability and the SSE Reward Terms and Conditions. Call centre opening times: Monday to Friday 8am – 6pm; Saturday 8am – 2pm. Calls may be recorded for monitoring and training purposes

Our Terms & Conditions for the supply of smart metering are available at 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. 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

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of OVO Electricity Limited registered in England and Wales number 06858121 (supply of electricity) and OVO (S) Gas Limited registered in England and Wales number 02716495 (supply of gas). The registered office of OVO Electricity Limited and OVO (S) Gas Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED

Keep this booklet handy

We're always here if you need us.

Visit sse.co.uk or call 0345 071 3991.

- 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

The final readings from your old meter(s):