

Getting to know your Smart meters

Electricity and Gas meter readings

The boxes below are for your old meters' final readings – our engineer will let you know what these are. You can print off this page and note them down here case you need to refer to them again.



Electricity

Your account number

.....

Your old meter serial number

.....

Your meter removal readings

R1							
R2							
R3							

Your new meter serial number

.....

Your meter installation readings

R1							
R2							
R3							



Gas

Your account number

.....

Your old meter serial number

.....

Your meter removal readings

R1							
R2							
R3							

Your new meter serial number

.....

Your meter installation readings

R1							
R2							
R3							

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Say hello to your In-Home Display

After installing your Smart meters, your engineer will introduce you to your In-Home Display (see right). The display shows you exactly how much energy your home is using in real time, and the precise cost in pounds and pence. That will make it easier for you to control your energy use, which could help you save money.



How Smart meters work



Your Smart meters record how much energy you're using, and send this information wirelessly to your In-Home Display.



Your In-Home Display shows you the cost of the energy you're using in real time and in pounds and pence.



Your Smart meters send us your meter readings so we don't have to estimate them, which helps us keep your bills accurate.

Where's best for your In-Home Display?

To get the most from your In-Home Display, it's good to get into the habit of checking it regularly. So put it somewhere you can keep an eye on it, such as in your kitchen, living room or hallway. To make sure it has a strong signal, try not to put it further than about ten metres from your Smart meters.

Plugging it in

We recommend you keep your In-Home Display plugged into the mains using its USB power supply, as this will ensure the tracker's software stays up to date.

If you'd like more information, please refer to the full user guide booklet, which was shared by the engineer. Alternatively, call our Customer Services Team on **0345 071 3991** or email them at **smartcustomerservice@sse.com**

Questions you may have about your Smart meters

Your bills and meter readings

Do I still need to send you my meter readings?

No. Depending on the level of consent you have given, your meter readings will be sent to us as follows.

- **Half-hourly consent:** Once a day we'll receive the 48 half hourly meter reads your meter has captured over the last 24 hours.
- **Daily consent:** Once a day we'll receive a meter read for the last 24 hours.
- **Monthly consent:** We'll receive a meter read once a month to use for your bill.

What if I need to take a reading from my Smart meters?

Taking a reading depends on your meter type for electricity and gas. The meter type is displayed on the front of your meter. Please follow the instructions below depending on your meter type.

EDMI Electric Meter

When idle, the default meter display cycles through three screens at five second intervals. The screens are shown in the following order:



IMPRT > EXPRT > BILL

The meter reading is shown on the IMPRT screen.

To stop the cycle, press either the **left or right arrow buttons** during the cycle. The display will illuminate and the cycle will stop. The left and right buttons can then be used to switch between the displays. When the display is illuminated the screens no longer run in a cycle, so to get from the **BILL** screen to the **IMPRT** screen you must press the left arrow button twice rather than being able to press the right button once.

EDMI Gas Meter

When idle, the default meter display cycles through two screens at five second intervals. The screens are shown in the following order:



The meter reading is shown on the M³ screen.

To stop the cycle, press either the **left or right arrow buttons** during the cycle. The display will illuminate and the cycle will stop. The left and right buttons can then be used to switch between the displays.

Landis+Gyr Electric Meter

When idle, the meter displays the meter reading on its default screen. Tapping the 'A' button will illuminate the display. If the display changes to the next screen when the 'A' button is pressed, you can continue to press the 'A' button to cycle through all of the screens until the 'Total Act Import' screen is displayed again.

Landis+Gyr Gas Meter

When idle, the meter display is blank, pressing the **red** button will illuminate the display and show the meter reading (Meter Index).

Questions you may have about your Smart meters continued...

If my In-Home Display loses the signal, does this affect my bill?

No, there would be no effect on your energy bill.

How much does it cost to leave my In-Home Display on charge?

Less than a pound a year in electricity.

Will I still receive energy bills?

Yes. The information your In-Home Display shows you is not your energy bill. It's a snapshot of your energy use, and does not include VAT or any discounts you may be entitled to.

If you'd prefer not to receive your energy bills through the post, you can always switch to paperless billing. Just go to [sse.co.uk/YourAccount/PaperlessBilling](https://www.sse.co.uk/YourAccount/PaperlessBilling) and we'll set it up for you.

Will my bill be higher because I have Smart meters?

If your bill is higher, it won't be because you have Smart meters. Your Smart meters simply record your energy use, and your In-Home Display shows it to you in pounds and pence.

Your In-Home Display and our online energy management tools show you how and when you use energy. This information could help you make changes that might even reduce your bills.

Troubleshooting

How do I restart my In-Home Display?

To reset the In-Home Display, unplug the lead from the back. Then press the Home button whilst reinserting the lead.

Why is the display on my gas meter blank?

It's because gas Smart meters go into sleep mode. They only wake themselves once every 30 minutes to record a meter read and check if there is any requests for information which have been sent to it, or requests to perform any actions.

Do you ever update my In-Home Display's software?

No. Your In-Home Display can't be updated remotely. If there are any significant changes required we will send you a new one.

How to manage your Accesible In-Home-Display

The display has a built in speaker which is used to notify you of alerts, messages and can also provide feedback when you interact with the display.

You can adjust the volume, and turn off/on the different sounds via the Settings page.

Questions you may have about your Smart meters continued...

Health and privacy

Could Smart meters affect my health?

Public Health England have said there is no risk to health from Smart meters. Like all other Smart meters installed in the UK, ours have undergone the most rigorous safety tests. As a result, they exceed every UK and EU safety standard.

My Display is blank or has switched itself off

The Display backlight may have turned itself off to save power. Press one of the buttons to switch it back on. This setting can be changed under **Menu > Settings > Display**. If you unplugged the Display, the battery may have gone flat. The battery icon (🔋) will be shown when operating on battery power. The running time is four hours. Reconnect to the mains adaptor to recharge the battery.

If problems persist, please contact our Smart Customer Services Team on **0345 071 3991**. We'll help you reconnect the tracker or, if it's faulty, repair or replace it free of charge.

Can other wireless devices interfere with my In-Home Display?

It is possible for other wireless devices operating on 2.4GHz (such as wireless routers) to interfere with the signal. If this happens, try moving your In-Home Display to another location.

Could my neighbour's Smart meter system interfere with mine?

No. Once your In-Home Display is paired with your Smart meters, no other devices, either in your own home or theirs, can interfere with that pairing.

What about data privacy?

Your privacy is very important to us and we protect it at all times. For instance, your Smart meters transmit your meter readings using a secure wireless network. In addition, we have our own Data Charter which outlines our commitment to keeping your data safe. You can find this at [sse.co.uk/data-charter](https://www.sse.co.uk/data-charter) or call us on **0345 071 3991** and we'll be happy to send you a copy.

What happens if I change supplier after you've installed my Smart meter?

We're installing SMETS2 meters, which are Smart meters that use the latest technology and will keep their Smart features even if you decide to switch supplier.

What if I need extra help?

We know that everyone's needs are different. That's why we have our Priority Service Register - to give you more help when you need it most. The scheme provides access to a wide range of services including bills, statements and letters in an adaptive format (such as Braille and large print). We also offer additional support, such as password service, help reading your meter and priority in the event of power loss. Find out more information at [sse.co.uk/annual-psr](https://www.sse.co.uk/annual-psr)

More ways to save energy

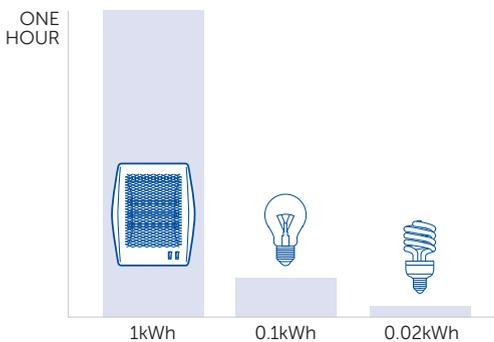
Your In-Home Display can help you pinpoint which of your appliances are using the most energy, but there are other ways you can tell which ones could be working more efficiently.

First, check your energy ratings

All household appliances are given an energy rating in Watts (W) or kilowatts (kW) (1kW = 1000 Watts).

The higher the number, the more electricity the appliance will use. The amount of energy used by an appliance is measured in kilowatt hours (kWh). So, a single bar electric fire with a 1kWh power rating will use one kWh of electricity in an hour. A light bulb rated at 100W (that's one tenth of a kilowatt) will use 0.1kWh of electricity in an hour, or 1kWh every ten hours.

Have a look at your bulbs and appliances and see how much energy they're using. Then, if possible, replace them with items which use less. You may see the reduction straight away on your In-Home Display and on your online account.



Then, try making these ten everyday savings

- ① Turn your central heating down. Just a 1°C reduction could save you money. But do stay warm. Keep the rooms you use between 18°C and 21°C, as any colder could be bad for your health.
- ② Put up curtains. A pair of thick curtains can keep the heat in. They're a good alternative to double glazing.
- ③ Wash clothes at 30°C. Machine washing clothes at this temperature uses 40% less energy than at higher temperatures.
- ④ Avoid using standby. Some appliances use as much as 90% of their energy in standby mode – so turn them off.
- ⑤ Keep the lids on pots and pans. This speeds up cooking time. And while we're in the kitchen, cut food into smaller pieces, and only fill your kettle with the amount of water you actually need, so you cook and boil quicker.
- ⑥ Fully load the dishwasher. Then use economy programmes whenever you can.
- ⑦ Dry clothes outside. Fresh air doesn't cost anything, unlike using your tumble dryer.
- ⑧ Keep your fridge cool on the outside too. Don't put your fridge beside a cooker or radiator. You'll be heating up the fridge and paying to cool it down again.
- ⑨ Take showers. They use a lot less energy than baths. While you're at it, make sure any dripping taps are fixed.
- ⑩ Turn off the lights. They eat up about a quarter of the average electricity bill so turn them off when you don't need them. Choose energy-saving or LED bulbs (which are the cheapest to run) and avoid spotlights.

Find out more about saving energy

Here's where to look for independent advice on saving energy:

- The Energy Savings Advice Service (ESAS) is a government programme which is impartial. It can advise you on energy saving measures including insulation. Find out more at **www.energysavingtrust.org.uk**
- The Citizens Advice Bureau has helpful information on energy saving **www.citizensadvice.org.uk**
- National Energy Action (NEA) is a national charity promoting investment in energy efficiency. Call **0191 261 5677** or visit **www.nea.org.uk**

Or contact SSE for advice:

- Customer services: **0345 071 3991**
- Careline: **0800 622 838**
- Energy efficiency advice: **0800 072 7201**

Emergency numbers:

- For gas emergencies call: **0800 111 999**
- For electricity emergencies, call the national helpline: **105**

How did we do today?

- Did your engineer show their ID?
- Did your engineer explain the importance of getting gas appliances checked regularly?
- Are you aware of the dangers of carbon monoxide and the checks required?
- Have you been told how to get in touch for help with your Smart meters?
- Were you informed of the additional sources of information for Smart metering?
- Do you have (or have you been offered) an In-Home Display?
- If yes, is your In-Home Display in a suitable location (see p.5)?
- Did our engineer give a good demonstration of your Smart metering system?
- Has your engineer offered or provided advice on energy efficiency?
- Has your engineer left your home how they found it?
- Did this advice take into account your home and/or how you use your gas and electricity?

Call centre opening times: Mon-Fri 8am to 8pm; and Sat 8am to 6pm. Calls may be recorded for monitoring and training purposes.

Appointment times are: Mon-Fri 8am to 8pm; and Sat 8am to 2pm.

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