

User guide

Your smart meter in-home display

e.on



**Welcome to
a smarter
future...**

Now you've had your new smart meter fitted, this in-home display tells you how much energy you're using by connecting to your smart meter wirelessly.

This guide tells you how to use it safely and get the most out of it.

How do I switch it on?

The basics first. Just hold down the power on button on the back of your display. Your display does have a battery function if you want to walk around the home with it, but when you put it back on the shelf we recommend you leave it plugged in, so that it doesn't lose power. Don't worry though, the display itself uses very little energy, less than 80p¹ per year.

To make sure your display works correctly please only plug it in with the cable provided.

¹80p is based on the in-home display using 4kWh worth of energy on our standard E.ON EnergyPlan tariff. Price correct as of October 2014.


How much energy am I using and how much is it costing?



1. If you only have one fuel from us, electricity or gas, then your display will only show information for that fuel. If you have both electricity and gas from us then press the **0.9** button on your display to change between the fuels. On your display screen, electricity is shown as a plug and gas as a flame.

Don't forget, depending on your meter type your gas reading may be in m^3 or kWh.

2. Now press the **10** button. Pressing the **10** button again will change the time from between:
- Usage now – what you are using right now (not available for gas consumption. This is because the gas meter updates the display every half an hour, whereas the electricity meter updates the display every 5 seconds.)
 - So far today
 - So far this week
 - So far this month
 - So far this year

3. You can view your use or spend in pence, CO² emissions or kilowatt hour. You can also view your current pence per unit (displayed as current tariff) and daily standing charge (displayed as current tariff with the word day above the number). To do this press the  button to flick between the options.

Please note, that while the monetary value gives you a good understanding of how much your energy is costing, it does not take into account any discounts you may receive, VAT or gas conversion factors. As a result your bill will be slightly different to the amount you see on your display.

Information is only available on your display from the date you had your smart meter installed.



Will my clock change automatically?

Yes, it updates automatically between GMT and BST.



How can I see if I'm using less energy?






1. Press the **10** button to view your energy use in the timeframe you want to look at.
2. Now use the **← →** to scroll through your past energy use and see how you're getting on. The word 'Now' displays to tell you what you've used this day/week/month/year and then the word 'Past' displays to tell you that you're looking at previous time frames.

Remember, it's not the smart meter that will save you energy, but the way you use energy in your home.



How do I set my budget?

1. Press the  button to select the time frame.
2. If you have both fuels from us, press the  button to select either electricity or gas.


Please note, if you have both fuels from us, you need to set your electricity and gas budgets separately as you can't set a budget when in combined mode.

3. Press and hold the  button for 10 seconds.
4. This will show you the budget screen for your chosen time period and for either electricity or gas. Now use the  to select the budget you want to aim for. To confirm the budget is set, press the  button.

How can I see my meter reading?

With a smart meter your meter readings are sent to us automatically, but if you want to check it yourself, press the  button. Your meter reading will display in the top right corner. If you have both fuels from us, change between electricity and gas by pressing the  button.

Can I see my meter balance?

Depending on the make of meter you have you may be able to see your meter balance. Press the  button. The value displayed however is only a guide for your spend in your billing period.

This balance does not represent your actual bill as it doesn't include VAT, discounts or any payments you may have applied to your account. The meter balance will reset automatically to £0 at the end of each billing period and then start recording again.

Please note, this functionality is not available on all meter types, so don't worry if your display doesn't show this.



What do the coloured lights mean on the bottom of my display?

The lights give you an indication of the electricity you're using in your home right now.

GREEN

Your home is using a low level of energy.


AMBER

Your home is using a medium level of energy.

RED

Your home is using a high level of energy.

Your in-home display will start to learn your home's energy use and over time understand what low, medium and high use is for your home.




I have an energy tariff with different prices for my energy during the daytime/night time, how do I know when my prices are changing?

A next tariff indicator will appear on your display. Below this will be a countdown, showing time remaining until the next tariff comes in. If your unit price is going to go up, you'll see an up arrow and if it's going to go down, then you'll see a down arrow.

Great service as standard

We've signed up to the Government's Smart Metering Installation Code of Practice – the industry standard for smart meters. That means you can expect a really high standard of service from us – not only when we fit them, but afterwards too. We'll help you get the most out of your smart meters, to help you save energy and money. You can have a look at the full code by visiting eonenergy.com/smicop



What happens if I decide to switch supplier

If you change to a different supplier, your smart meter will still be compatible and you won't need to get a new one. Each energy supplier has their own policy and could limit some of your display functionality, so please contact your new supplier to find out more.

What are the safety precautions?

- It's designed for indoor use only.
- Don't expose the unit or power supply to high levels of moisture – don't put it in water or other liquids.
- It's best to plug it into a switched socket.
- To clean it, unplug or switch it off and use a soft dry cloth.
- Avoid dropping, excessive shock or vibration.
- Please don't open, repair or service the display or power supply. If your display or power supply appear to be faulty, stop using immediately, switch off and then remove the plug from the socket. Please call us on **0345 366 5993** so we can help.
- Supervise young children if they use it.
- Only use the supplied power cable and don't use this with other devices.
- This product complies with RoHS regulations ensuring that it doesn't contain excessive levels of hazardous chemicals for home use.
- This product is CE approved.

Product disposal

It can be recycled. The display is marked with the crossed-out wheelie bin symbol to show that Waste Electrical and Electronic Equipment (WEEE) should not be thrown away in your household waste.

E.ON is supporting the national network of WEEE recycling centres established by local authorities.



Please dispose of this product at your local civic amenity site or visit [eonenergy.com/about-eon/corporate-responsibility/recycle-your-electric-devices](https://www.eonenergy.com/about-eon/corporate-responsibility/recycle-your-electric-devices) for more information.

The WEEE registration number for this product is WEE/AE3357ZW.

Want to know more?

For more information about smart meters and for advice on how to save energy, visit eonenergy.com/smart

If you'd like to know how we use the data collected from your smart meter go to eonenergy.com/smartfaq

Got a question or problem?

Call us on **0345 366 5993**

We're here 8am to 8pm, Monday to Friday and 8am to 6pm, Saturday.

For more information please visit the Energy Saving Trust on energysavingtrust.org.uk

If you're a Scottish customer please visit Home Energy Scotland on homeenergyscotland.org

Do you have any feedback for us?

We'd love to hear from you if you have got any comments, good or bad, on the process of having your Smart Meter Installed. Please Visit us on eonenergy.com/mysmartinstall and let us know how we did!