








Smart Spend Tracker



To help you get the most out of your smart meter, track how much you spend on your energy each day for the next four weeks. If you've got kids, why not get them to fill it in and see if you save energy and money with your smart meter.

WEEK	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	TOTAL
1 At the end of each day, as you switch off for bed, check your energy spend for the day and make a note. By the end of the week, you'll see how much you spend on energy in a week and give yourself a target to beat for next week.		TIP 1				TIP 2		
2			TIP 3					
3 How are you getting on? Seeing any savings? If you are then great, if not then take a look at your free Saving Energy Toolkit full of hints and tips. You can find your toolkit in your online account or by registering for free at eonenergy.com/register .	TIP 4			TIP 5				
4 We hope you've seen some savings over the past month on your energy. Don't stop now though, hopefully you can continue to save. And if you're stuck for ideas on how you could save, check out the energysavingtrust.org.uk , it's packed full of advice.								



-  **TIP 1** - Switch the light off every time you leave a room and once you're in the habit, make sure you do this every day.
-  **TIP 2** - Is your TV or broadband on stand-by? Don't stand by and watch them use energy and cost you money, switch them off at the wall.
-  **TIP 3** - Use your own energy, not your homes. For today, instead of playing computer games or watching TV, if the weather is good get outside, or if not fetch out that board game from the top cupboard.
-  **TIP 4** - Microwave meals, quick, easy and they can also help you save energy. Using the microwave can use less energy than cooking in the oven, give it a go tonight.
-  **TIP 5** - If your heating is on, try turning down your thermostat by a degree, or having it go off 30 minutes earlier before bed time. As heating makes up a large part of your energy bill, the saving you could make here will give you a warm feeling.

Getting to know your energy use.

We trust your installation went well and your smart technician has walked you through how to use your smart energy display, but to help you get the most from your display, we've picked out the top features and this guide takes you through them step by step. On the back of this guide is a helpful smart spend tracker, full of hints and tips. You can use this to track your energy use and spend over the first few weeks to make sure you get all the benefits of smart metering.

How do I switch the thing 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 80p* per year.

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

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 button on your display to change between the fuels. On your display screen, electricity is shown as a plug and gas as a flame.
2. Now press the button. Pressing the button again will change the time from between:
 - i. 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.)
 - ii. So far today
 - iii. So far this week
 - iv. So far this month
 - v. So far this year

Please note, information is only available on your display from the date you had your smart meter installed.

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 your daily standing charge. As a result your bill will be slightly different to the amount you see on your display.

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



1. Press the 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 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. Use the information the smart meter and your display provides to help you identify ways you could save.

How do I set a 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.

Will my clock change automatically?

Yes, it updates automatically between GMT and BST.

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.

Please note - Your smart energy display will start to learn your homes 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.

Welcome to your new smart meter

Your smart journey is only just getting started. As one of the first in the country to have your meter upgraded to a smart meter, you'll be one of the first to benefit from all its great features of convenience and control. With it, you'll get a clear understanding around how much energy you are using, an idea of how much it is costing and be able to set yourself budgets to help you control your energy bills, which may help you save energy and money.



Your energy savings start here



Use, Track, Save. Simple

e.on

• 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/smlicop

• A few things we need to tell you for safety reasons

- Don't get your display wet or clean it with water or other liquids, like spray polish. It's best to clean it with a clean, soft, dry cloth if you need to.
- Your display should work fine in temperatures between 0-40°C.

• Legal and environmental information we need to share with you

- Your display complies with the Government's Restriction of Hazardous Substances (RoHS) directive and is approved for use within the EU.
- Your old meters won't go to landfill, we'll take them away and will make sure they're recycled.

• Have you got any feedback for us?

If you've got any comments, good or bad, on the process of having your smart meter installed, we'd love to hear from you. Please visit eon-uk.com/smartmeterinstallfeedback

• What happens if I decide to switch supplier

We hope you don't, but your smart meter won't stop you moving. If you decide to leave us your new supplier might not be able to operate your smart meter in quite the same way and you may lose some smart meter services.

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 even more ways to save energy.

Sign into your online account, or register for an online account at eonenergy.com/register and have a look at your Saving Energy Toolkit. You can also find impartial advice at energysavingtrust.org.uk

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Smart Energy Display User Guide



Helping our customers.
We're on it.

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