



# Help Make a Brighter Future

Your Smart Meter Guide from ESB Energy



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# Smart Meters Just Got Smarter

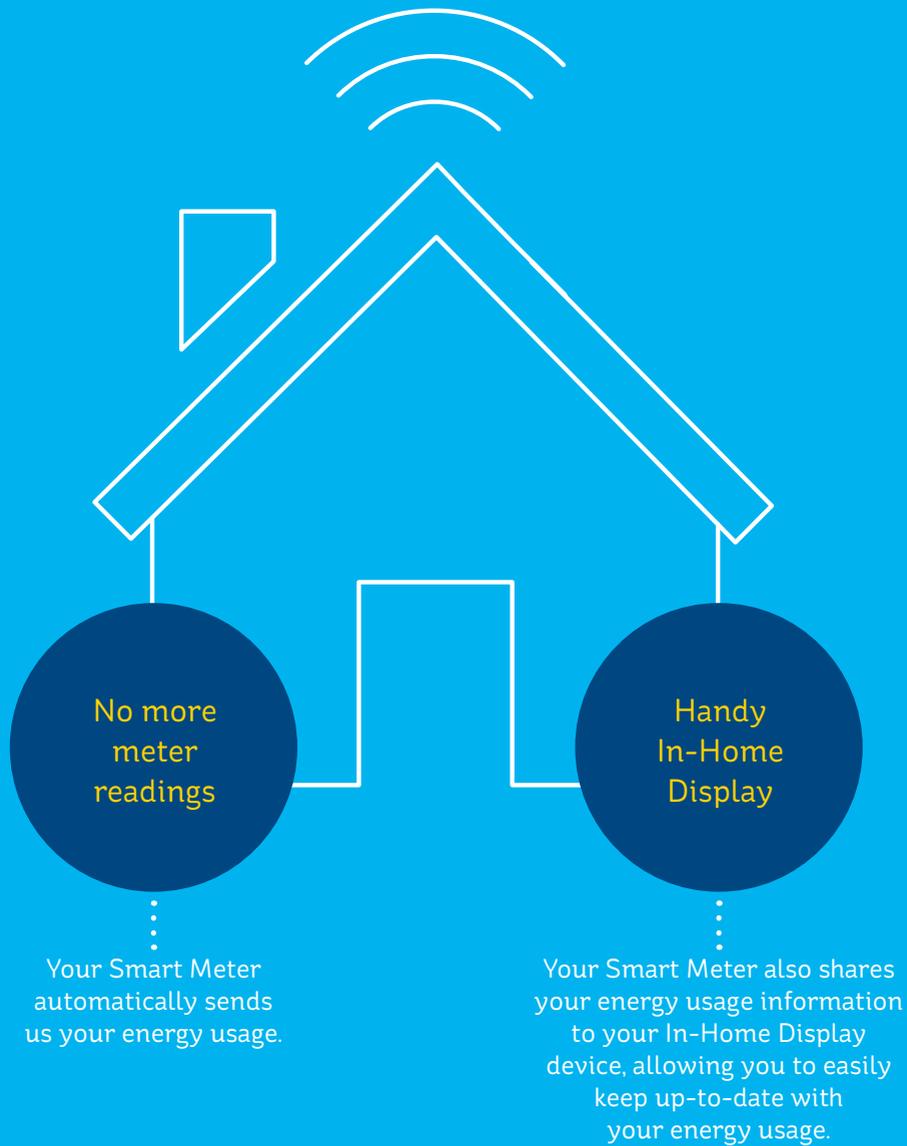
ESB Energy is committed to delivering a Brighter Future for us all. With our Green Tariffs at an affordable price, Electric Vehicle products and Smart Meters we're helping secure a brighter, more sustainable energy future.

We are installing in your home the latest generation of Smart Meters called SMETS2.

As well as the catchy name, a SMETS2 Smart Meter has all the same energy-saving features as the last generation meter, SMETS1.

But here's the best bit. The SMETS2 Smart Meter will be cross-compatible with other SMETS2 ready energy suppliers in the future. So if you switch, you won't need to have a meter exchange and you won't lose your Smart Meter features.

# How do Smart Meters Work?



# Benefits of Smart Meters

It is easy to keep up-to-date on your energy usage

Easily see exactly how much gas and electricity you're using.

It's easy to keep up-to-date on costs

You can monitor how much money you're spending on an hourly, daily, weekly and monthly basis.

You never have to submit meter readings

Your Smart Meter automatically sends your meter readings and ensures your bills are accurate.

Automatic meter readings

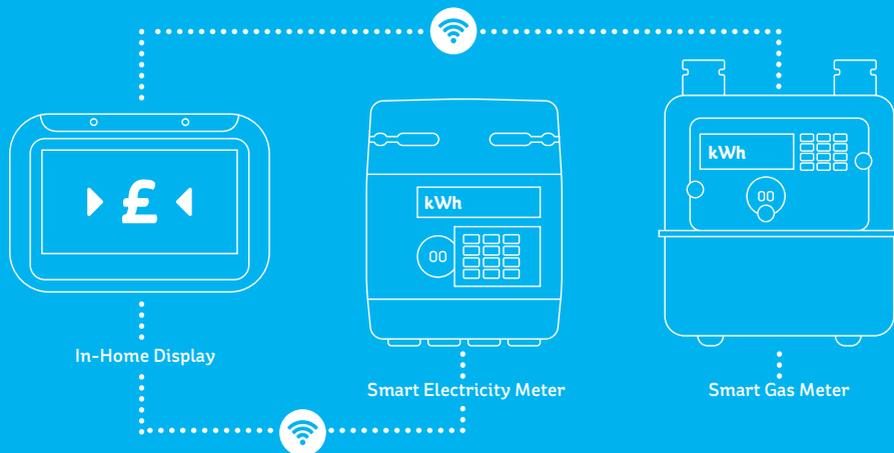
There's no need for engineers to visit your home for meter readings anymore, although we'll carry out some safety checks from time to time.

No more estimated bills

With automatic meter readings, you don't have to worry about getting estimated bills ever again. You'll only ever pay for what you use and can view your hourly, daily, weekly and monthly costs in pounds and pence.

View your spend history

Keep an eye on what in your home is using more energy and work out how to keep the costs down. If there are any changes to your supply, or we need to let you know something important, we'll send a message to your In-Home Display.



# Why Smart Meters are the Future

Smart Meters are the key to unlocking the potential of the Smart Home of the future. Soon your Smart Meter will be able to talk to your home control system, decide when to put the heating on, when to switch the lights off and what time is best to charge your Electric Vehicle.



# Your In-Home Display

## What is an In-Home Display?

Your In-Home Display (IHD) allows you to understand, manage and monitor your energy usage.

You can understand what your home appliances cost to run and impact they have on your energy usage. This can help you become more energy efficient and save money.

You should place your IHD somewhere nearby your meter where you can see it easily and during your day to day activities – such as your kitchen or hallway.

## Meet Your In-Home Display

Get the most out of your IHD with our handy guide.

Rather than meter readings hiding away in a cupboard, having your new IHD means your energy use is much more visible than before.

Your IHD will also help you find out which appliances in your home are using the most energy and can help you cut costs by making simple everyday changes.

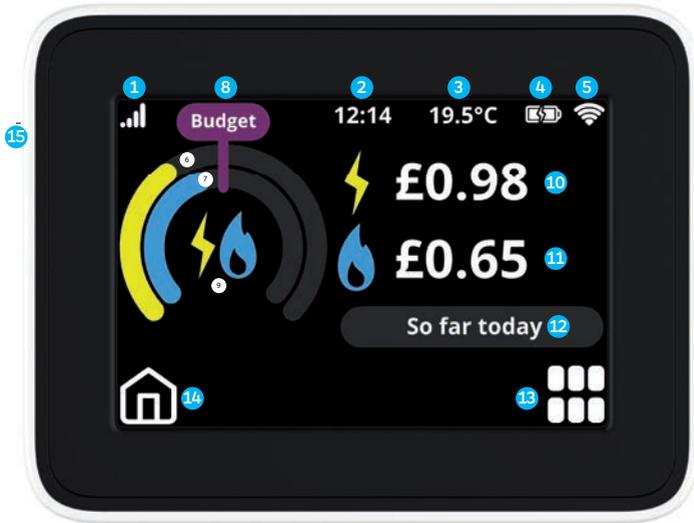
## Using Your In-Home Display

It's battery operated, can sit anywhere in your home and connects wirelessly to your smart meter.

It has a simple touch-screen that helps you understand how much energy you're using and get an idea of what your appliances cost to run.

The IHD will also show you messages and alerts, so you'll know about any changes to your tariff or account right away. We'll also be able to share exciting news with you.

# Understanding your In-Home Display



- 1 Signal strength**  
The signal strength between your IHD and your smart meter
- 2 Current time**
- 3 Current room temperature**
- 4 Battery indicator**  
Battery level and charging status
- 5 Wi-Fi signal strength**  
The signal strength of our Wi-Fi network
- 6 Energy usage dial**  
Shows energy usage for your electricity meter

- 7 Energy usage dial**  
Shows energy usage for your gas meter
- 8 Budget indicator**  
The budget line indicates your personally set budget (Find out more in 'Setting your budget')
- 9 Fuel type**  
Shows your fuel type – gas, electricity or both
- 10 Electricity numerical display**  
Your electricity expenditure in pounds, pence and kWhs

- 11 Gas numerical display**  
Your gas expenditure in pounds, pence and kWhs
- 12 Time period**  
The time period of the information on your display (day, week, month or year)
- 13 Menu button**  
Access the menu of your IHD and use its functions
- 14 Home button**  
Return to the home screen of your IHD
- 15 On/Off button**  
Located on the back of your display

# Getting Started



The buttons on your touch screen allow you to access the menu of your IHD and all of the features and functions that it offers

- Home**  
This shows your usage so far today for both gas and electricity. You can also change the view options of your home screen. *To see how to change your home screen view options go to 'Personalise your In-Home Display' section.*
- Menu**  
Press the menu button to access the menu of your IHD, to top-up and to see your account information and settings such as budget, screen view and brightness.
- Arrows**  
The left and right arrow will help you scroll through the menu of your IHD.
- So far today**  
**So far today**  
You can choose to see your energy usage for different time periods. This button allows you to see your energy usage so far today. To change the time period to usage now, so far this ... 'week, month or year', just tap on the 'So far Today' button. For pre-payment customers, you can also see your meter balance. If you have Emergency Credit Service, you can also see your E-Credit values on your home screen.
- Wi-Fi**  
Connect your IHD to your Wi-Fi network and unlock key benefits (See more in 'Why connect to Wi-Fi?' section). *See how to connect to your Wi-Fi in 'Connecting to the Wi-Fi' section.*

# How to use your In-Home Display



## Powering your In-Home Display

Your IHD runs on two AAA batteries or can be plugged into the mains. When you look at your screen for the first time the screen might be blank. Don't worry, it's just sleeping to save you energy!

To wake it up press the button on the left-hand side. It'll light up and show the main menu and all the things you can do. The back light uses so little energy, it would cost less than 20p per year to keep it on at all times!



# How to use your In-Home Display

## See your instant electricity usage

Your **ENERGY USAGE DIAL** allows you to see your electricity usage now, so far today, this week, month or year. Tap the 'SO FAR TODAY' button which will allow you to change the time period for which you see your energy usage so you can see your expenditure so far this week, month and year too.

If you are on a pre-payment tariff, you can also see your energy usage for a time period against your personally set budget for that period which helps you keep track of your expenditure.



## Save Your Energy

Your **IN-HOME DISPLAY** will help you monitor and manage your energy usage.

Your IHD connects wirelessly to your smart meter and has an in-built rechargeable battery. This allows you to monitor how, when and where you use energy at home. You can take your IHD around your home and investigate what your appliances cost to run (approximately) and understand how you can make savings.

Tap **SO FAR TODAY** to scroll through the time period options and get to **USAGE NOW**, to see your instant electricity usage. You can switch your appliances on and off and see the cost changes this makes. You can understand approximately how much each appliance cost to run and make savings by changing how you use that appliance.

## Setting Your Budget

Using your IHD, you can set a budget that will help you stay on track with your energy expenditure.

To set your budget press , then press **BUDGET**. This button allows you to set and adjust your daily, weekly, monthly or yearly budget. You can set individual budgets for your gas and electricity meters.

Choose the fuel type budget you would like to adjust and press **CHANGE**. Use the arrows to increase or reduce the budget value and tap the time period button to select the period for which you would like to adjust the budget. To set the desired budget value and to complete the action press **SET** followed by **OK**.

# How to use your In-Home Display

## Personalise your In-Home Display

You can personalise your IHD according to your own preferences. These include screen brightness, screen view, alerts and tones, language options etc. Press **HOME**, use the arrows to scroll through the menu pages and select **SETTINGS** to access the options.

**Screen Brightness** – You can modify the brightness of your home screen. You have five levels of brightness to choose from. Once you have selected the level of brightness, press **SET** to save the changes.

**Home Screen View Options** – You can change the view of your home screen according to your personal preferences. Go to **MENU**, then scroll through to **SETTINGS** and select **HOME SCREEN**. This option will give you four different home screen layouts to choose from.

Use the left and right arrows to scroll through the options. You can choose to see your gas and electricity expenditure in pounds and pence or you can see the combined cost of both gas and electric in pounds and pence. You can also choose to see your current electricity usage and the values for your gas and electricity usage in pounds and pence per hour.

Alternatively, you can select a home screen that shows you your real time electricity usage in pounds and pence per hour and the total combined cost for both gas and electricity usage in pounds and pence. Once you have chosen the screen view you prefer, press **SET** to save the settings.



You can set the following functions of your In-Home Display:

**Alerts and tones** – on and off

**Key tones** – on and off

**Budget alert tone** – on and off

**Low credit alert tone** – on and off

**Night mode** – the screen of your IHD is set to dim during the night (from midnight to 7am). Press **ON/OFF** to turn the feature on or off.

**Language options** – You can change the language of your IHD. You can select between English or Welsh and press **SET** to complete.

*If you have any questions about your IHD, you can access the contact details of your energy supplier by pressing **HOME**, then scroll through and press **CONTACT**.*

## Access your Account Information

You can see your tariff and daily charge for both gas and electricity. You can also see your customer identification number and the type of your account – pre-pay or non-prepay. To access this information press **MENU**, then **ACCOUNT**. Use the arrows to scroll through the available information.

## Safety Notice

Please read these safety precautions carefully before using your In-Home Display.

- > Designed for indoor use only. Do not expose to excessive moisture. Don't immerse in water or other liquids. If the display gets wet, disconnect it, turn it off and dry completely before turning it back on.
- > Switch off your IHD before cleaning.
- > Avoid dropping, excessive shock or vibration.
- > Please don't attempt any modification or repair of your IHD. In case of an issue with your IHD, please contact us.
- > Please use only the power adaptor supplied with your IHD.
- > Always supervise children using the IHD.
- > Your IHD contains a lithium ion battery. Don't expose to heat, attempt to puncture it or dispose of it in fire.
- > RoHS Compliant. This product is compliant with RoHS regulations.
- > Disposal of your IHD: at the end of its life, please do not leave the device in your household waste. Please take it to a recycling centre to dispose of it.



# How to use your In-Home Display

## Connecting your In-Home Display to your Wi-Fi network.

### Why connect to Wi-Fi?

Connecting your IHD to your Wi-Fi network will help you get a better visibility and understanding of your smart energy data.

Your IHD is connected to your Wi-Fi network via a secure connection, which allows your smart energy data to be securely stored in a cloud service and regularly updated.

Connecting your IHD to your Wi-Fi will also allow your energy provider to securely and remotely update the software of your device and ensure smooth operation.

### How to connect your IHD to your Wi-Fi

You can connect your IHD to your Wi-Fi network.

Press , then use the arrows to scroll through to **SETTINGS** and press **WI-FI**.

In order to connect to your network, please turn your Wi-Fi option on using the **ON/OFF** button on your IHD. Once you have turned your Wi-Fi on, choose a method with which to connect to the Wi-Fi.

You can connect to the Wi-Fi through four different ways. You can scan for networks, WPS Push Button, WPS PIN number, or enter network name. Select the method you would like to use to connect to your Wi-Fi network by tapping and follow the instructions.

**Scan for Networks** - If you choose this method of connecting to your Wi-Fi network your IHD will scan for available networks, then by tapping select the network you would like to join. Use the virtual keypad of your IHD to enter the password of your network.

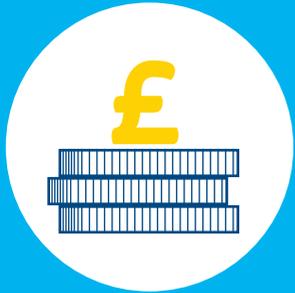
**WPS Push Button** - To choose this option, tap WPS Push button, then press the WPS button of your router which is located at the back of your router. Once connected, press OK to finalise the process.

**WPS PIN Number** - You can find your WPS number on the back of your router. Use the virtual keyboard of your IHD to enter the PIN number and connect to your Wi-Fi Network.

**Enter Network Name** - Use the on-screen keypad of your IHD to enter the name of your network and connect to your Wi-Fi.

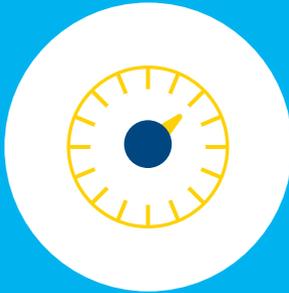
# Understanding your Usage

To help you keep track of where your money goes, here's how it works...



## Standing Charges

Depending on your tariff you might have a daily fixed charge that goes towards the cost of supplying services to your home. It includes the cost of the wires and pipes and maintenance of your meters.



## Unit Rate

A unit rate is what we charge for each unit of energy (kilowatt-hour) you use. The more you use your gas and electricity, the more units you'll use and the higher your consumption will be.



## Watch The Weather

It sounds simple, but try to budget for the cooler weather in winter. When it gets cold outside you'll use more energy to keep warm.

Got any questions?  
Call us on 0345 60 70 372

# FAQs

## › Why does my usage jump in the morning?

The standing charge (fixed charges associated with providing electricity and gas services) is added on to your costs on the IHD after midnight each day, this ensures a more accurate view.

## › Where is the best place to keep my In-Home Display?

Wherever works best for you, we suggest keeping out of direct sunlight but apart from that the IHD can go anywhere that best suits your home.

## › Why are my prices different on my IHD?

The prices shown on your bill are without VAT and VAT is added separately on the bill whereas to enable you to accurately see your usage the VAT is added onto your process on the IHD. Also, there is currently a price difference of 0.01p between your IHD and your unit prices as the IHD.

## › Why are my previous meter details still showing on my online account?

Sometimes it can take up to 28 days for your new meter details to update on the system. We realise this can lead to confusion but sit tight, we're working to get this updated.

## › Do I still need to provide meter readings?

Thankfully, you will no longer be required to give regular meter readings. Smart Meters automatically send us your energy consumption so estimated bills will be no more. Bugs may occur from time to time, but if there are any issues, we will make sure to contact you.

## › Will I spend more because I have a Smart Meter?

Quite the opposite. We expect customers to save money using a Smart Meter. You can keep an eye on how much gas and electricity you use and adjust your usage patterns and spot where you can make savings.

## › Are Smart Meters safe to use?

Public Health England (PHE), a government watchdog, has confirmed that Smart Meters cause no risk to your health and aren't dangerous to have in your home. Smart Meters are one of the safest pieces of technology to be found in the home, says PHE. Smart Meters send out far less than the mobile phone you keep in your pocket or the microwave you heat your food in.

**Not an ESB Energy Customer?**

**Get a Quote and Switch Today at [join.esbenergy.co.uk](http://join.esbenergy.co.uk)**

# Moving Home

Please leave your In-Home display behind as this is linked to the meters in the house.

You can let us know you're moving by giving us a call on **0345 60 70 372**

For information on Moving Home, please visit [www.esbenergy.co.uk/faq-category/moving-home](http://www.esbenergy.co.uk/faq-category/moving-home)



# Emergency Information

## Electricity

If you have a power cut:

**Contact the Electricity Helpline on 105, available 24/7.**

They will connect you to your Local Network Operator. They will also look after all the cables that connect your neighbourhood to the electricity grid.

## Gas

If you smell gas or think there's a problem:

**Call National Grid on 0800 111 999 without delay.**

## Electricity Meter

Removed Meter Serial Number:

Removed Meter Reading:

Installed Meter Serial Number:

Installed Meter Reading:

## Gas Meter

Removed Meter Serial Number:

Removed Meter Reading:

Installed Meter Serial Number:

Installed Meter Reading:

# Want to get in touch with us?

## Contact ESB Energy

Call us on 0345 60 70 372

Email us on: [help@service.esbenergy.co.uk](mailto:help@service.esbenergy.co.uk)

Available Monday to Friday from 09:00 to 17:00

ESB Energy is a member of the Smart Metering Installation Code of Practice, which is designed to ensure that any energy customer getting a new Smart Meter can depend on a high standard of service at all times during the installation process. You can view the Smart Code of Practice and find out more at [www.smicop.co.uk](http://www.smicop.co.uk)

The logo for ESB energy, featuring the letters 'ESB' in a bold, white, sans-serif font above the word 'energy' in a smaller, white, lowercase sans-serif font. The text is centered within a dark blue rounded rectangular background.

**ESB**  
energy