



# Welcome to smarter energy

A guide to your new smart meter(s)  
and energy efficiency



**Home energy matters**



## Safety notice

Please read these safety precautions before you use your in-home display (IHD). Keep this guide handy in case you need to refer to this information again.

Your IHD is designed for indoor use in dry environments. Don't expose it to excessive moisture. Disconnect before cleaning and don't immerse it in water or other liquids. Use a soft dry cloth to clean the display. If the display does get wet, turn it off, disconnect it and dry it out completely before switching back on. Avoid dropping, excessive shock or vibration.

To protect the environment, please don't dispose of this product in your household waste at the end of its life. Please take it to a recycling centre for disposal.

- Don't attempt to open, repair or service any part of your IHD yourself. If the device appears to be faulty please contact us.
- Don't use a visibly damaged power adapter or power lead. Use only the power adapter supplied to you with this product.
- Supervise young children if they use the IHD.
- This display contains a lithium ion battery. Don't dispose of it in a fire, expose it to excessive heat, or attempt to puncture it.

RoHS Compliant. This product complies with RoHS regulations.

We follow the Smart Metering Installation Code of Practice (SMICOP) which means that we give you all the right information and support throughout the smart meter installation process. For more information visit our website at [shellenergy.co.uk/info/smicos](https://shellenergy.co.uk/info/smicos).



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# Your smart meter

Congratulations on your smart meter upgrade. We've created this booklet to help you use your newly installed smart meter(s) and in-home display unit (IHD). With these devices you can monitor your daily usage and take control of your energy spend. We hope it'll make your home more energy efficient.

By default your readings are sent to us daily, but you can gain an even deeper level of insight when you change your readings to be sent half hourly in 'My Account'. The change gives you access to 'My Week', which provides detailed hour by hour information about your energy usage. Use it along with your brand new IHD and the Shell Energy app for a comprehensive overview of how much energy you are using.



This is your electricity meter



This is your gas meter



## Your in-home display unit (IHD)

We'll set up your in-home display unit (IHD) at the same time as we install your smart meter(s) so you could start using both straight away. We'll make sure that you can access your IHD easily by suggesting suitable locations for set up.

Although your IHD can run on two AAA batteries (not supplied), we recommend that you keep it plugged in to ensure it doesn't shut down. That way, you can always keep track of your energy usage.

## Using your IHD

Your IHD is a touchscreen device that shows you a summary of energy use, including information like your account balance. Using this device alongside your Shell Energy online account will give you a complete view of your energy account in the palm of your hand.

**Make  
your home  
energy  
efficient**



*73% of smart meter owners\* would recommend one. What's more, those with a smart meter are more confident in terms of energy usage and spend than those without.*

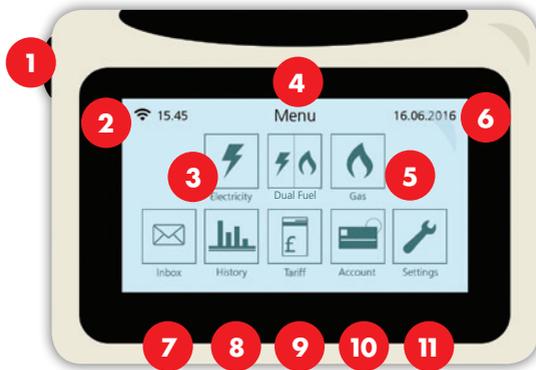
\*10,045 people surveyed by Populus on behalf of Smart Energy GB, November 2017

**Did you know?**



## Main menu

The touch-screen function allows you to manage both your energy usage and account balance from the IHD device. Take a look at the different features available to you from the IHD screen:



1. On/off button
2. Signal
3. Electricity - view your tariff details
4. Dual fuel tariff
5. Gas - view your tariff details
6. Date
7. Message inbox
8. History - view and compare
9. Tariff - view your tariff rates
10. Account information
11. Settings - adjust aspect of your device

### Please note

The account balance on your IHD may not be exactly the same as your bill, so it's best to check your monthly bills as normal.

## Account information

Your IHD will display the below screen as default after 60 seconds or after power down. This shows the status of your account and your balance.

We recommend you keep your in-home device plugged into the mains at all times. Don't worry about leaving it on constantly, it'll only cost approximately 20p per year (depending on your tariff charges).



**1.** LED status light

**2.** Meter mode

**3.** Meter mode



## Further advice

You can find a downloadable document with advice about energy efficiency, at [shellenergy.co.uk/info/policies](https://www.shellenergy.co.uk/info/policies). You can also find answers to our frequently asked questions about smart meters in the help section of our website, at [help.shellenergy.co.uk](https://help.shellenergy.co.uk)

If your smart meter or IHD becomes faulty there are a few things you can do to identify the issue. Visit [shellenergy.co.uk/help/how-to-read-my-meter](https://www.shellenergy.co.uk/help/how-to-read-my-meter) for more information. If you're still not able to fix the problem or if you have a complaint about your meter, call us on **0330 094 5800**.

As we're your energy supplier, we are responsible for maintaining and repairing your smart meter if it's ever identified as faulty. If it was identified as faulty, we'd send an engineer from SMS (our installation partner) to fix the fault. You won't be charged for the cost of the repair if the meter fault wasn't caused by you.

Having a smart meter doesn't impact your ability to switch energy providers whenever you choose. However, you may find your smart meter loses its functionality and reverts to being a traditional meter, meaning you'll have to submit manual meter readings. For more information please check with your new provider when you switch.



# Energy saving advice

We've put together a list of simple and effective tips to help you save energy. Use your IHD to monitor your usage and discover how small adjustments can make a difference to your energy habits. You can also use your online account to view your peak energy usage times with our straightforward usage graphs, and learn effective ways to save energy with 'My Energy' features.



## Don't leave the TV on standby

This also applies to your media players, stereos and computers. You'll cut down on energy wastage by turning your appliances off completely and not leaving mobile phones, MP3 players and laptops on charge unnecessarily.



## Only use what you need

Only fill the kettle with the amount of water you need. For washing machines, tumble driers and dishwashers always aim for a full load if you can't use a half load or economy programme.



## Use energy efficient light bulbs

Swap your ordinary light bulbs for energy saving ones. Energy efficient light bulbs last 12 times longer and for each bulb you fit you could save up to £9 on your annual electricity bill.



## Tame your heating and save 10%

It's really important to stay warm in winter, but turn down your thermostat by just 1°C and you could save up to 10% on your heating bills. If you're going away over winter, leave the thermostat on a low setting to provide protection from freezing at minimum cost. By making a small adjustment to your heating you could save around £30 a year.



## Don't let your heating escape

Double glazing could cut heat loss through your windows by 50% and you could save up to £40 a year. Just closing your curtains at dusk will stop heat escaping through your windows.

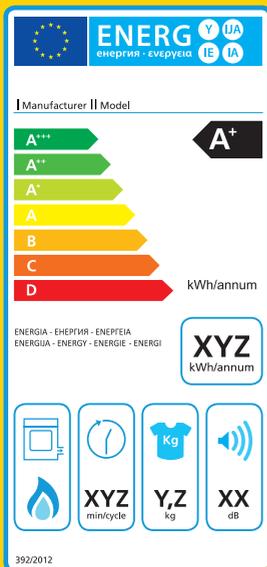
# Home appliances

You can save money on your energy bills by choosing more efficient products for your home.

Next time you change a household appliance, look out for these EU Energy labels, which appear on most white goods and other products. EU Energy labels explain how energy efficient a product is. The most efficient products are the "A+++" rated appliances and the "G" rated appliances are the least efficient. You can use these letter ratings to compare the efficiency of the products that you buy. The more efficient the product, the more money you could potentially save.

Manufacturers of goods can also apply to the Energy Saving Trust for independent verification of the product's energy performance and the savings claimed by the manufacturer. Look out for the logo:

## Example of an EU Energy label



### 1. Energy Efficiency Rating

Most appliances have an energy range rating of A+++ to G, though some will have smaller ranges. The appliance label will advise on its energy efficiency and the range available for that type of appliance.

### 2. Annual Energy Consumption

The annual energy consumption (in kWh per year) for each product is calculated using specific EU-defined criteria. Here, for tumble dryers, the figure is calculated based on the standard cotton program at full and half load.

### 3. Product-specific information

You'll also find images showing extra data related to the product, such as capacity, water consumption and noise levels.

# Insulation

If your house isn't properly insulated it may lose half its heat through the roof and walls, so save on your energy bills by installing effective insulation.

## Loft insulation

This type of insulation is rolled out across the floor of a loft to stop heat from escaping from the roof. It should be installed to a depth of 12 inches to work effectively.



## Cavity wall insulation

This works by filling the gaps between two external walls and can be highly effective at reducing heat loss. It's suitable for homes built after the 1940s and is installed by drilling small holes in the mortar between the bricks and pumping in the insulation material. The holes are then filled in.

Energy Saving Trust keeps a list of heating control and insulation products (and their manufacturers) which meet UK legislative requirements. Look out for the logo on products that are certified by the Energy Saving Trust.

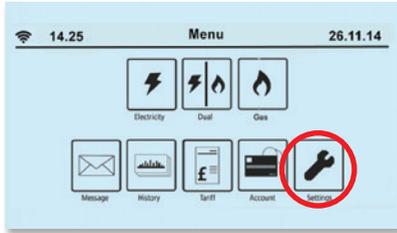
# Home heating



You're likely to use most of your energy over the winter to heat your home, so it's important to make sure that your heating is running efficiently. Make sure you also service your boiler regularly, If you're not wasting energy, you're saving on your energy bills.

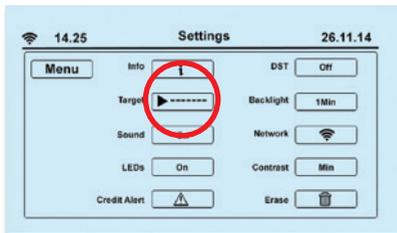
# Target settings

Your IHD makes it easier to be aware of your energy consumption by letting you set an energy usage target, just follow the steps below.



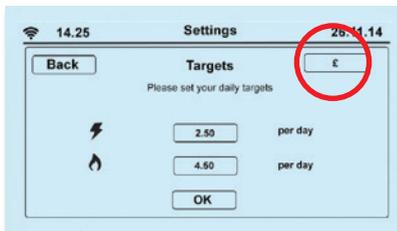
1.

From the main menu, select 'Settings'



2.

Choose the 'Target' button



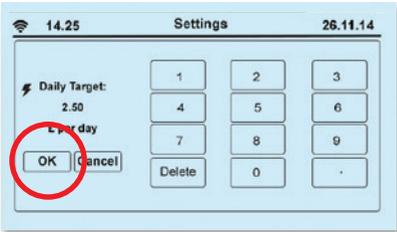
3.

Select how you want to set your target pressing the '£', 'kWh' or 'CO<sub>2</sub>kg' (gas)

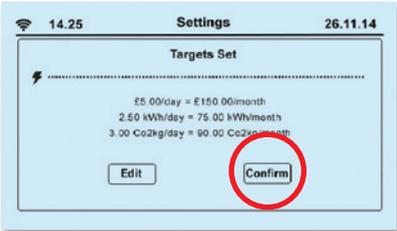
## Please note

The LEDs at the top of your IHD let you know if you're well within your energy target, close to reaching it or if you've reached or gone over the limit you set for yourself.

Green = low rate of usage    Orange = medium rate of usage    Red = high rate of usage

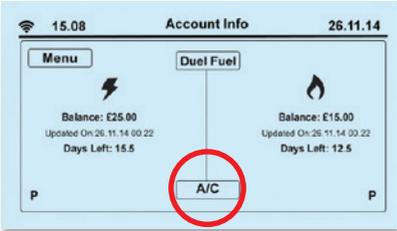


**4.** Enter your target amount and press 'OK'

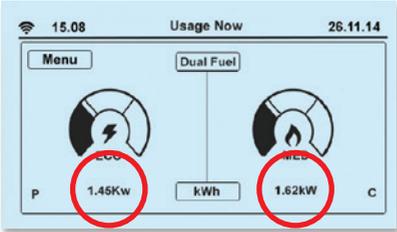


**5.** Select 'Confirm' if you're happy with this target, or 'Edit' to change it

Once your target has been set, you can keep an eye on it in the following ways:



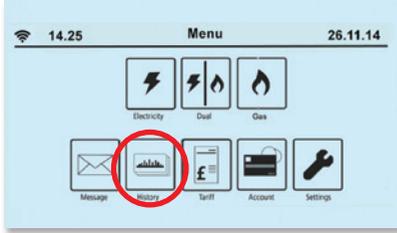
**1.** From the default screen below, press the 'A/C' button



**2.** The data on screen is real-time and will increase / decrease depending on your current usage

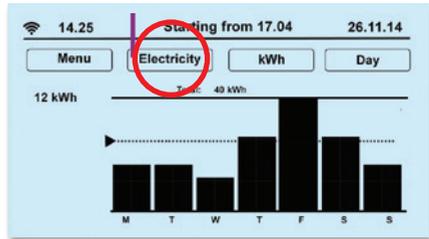
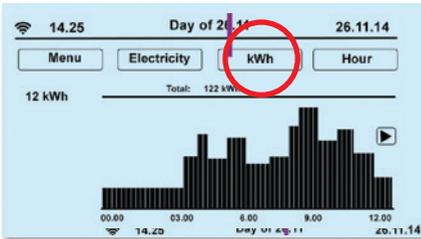
# Historic usage

To view your previous energy usage, click on the 'History' button from the main menu. Here there will be a range of graphs to display your usage over selected time periods, whether it's an hour, a day or a month.



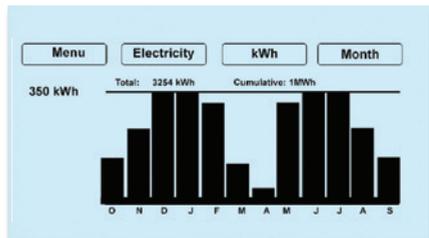
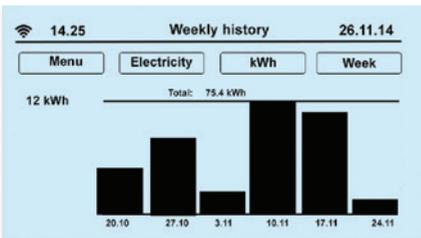
1. You can also change between 'kWh' and '£' and 'CO2' by clicking on the corresponding button.

# Your usage screens



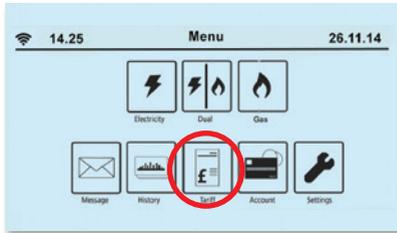
You can press the button at the top right hand corner of the screen to scroll between hour, day, week and monthly usage data.

You can also press the 'Electricity' button to switch between electricity history and gas history screens.



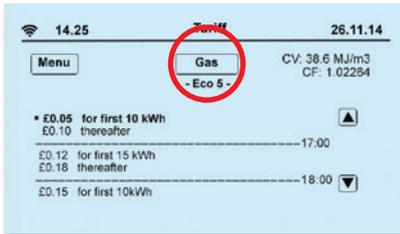
# Tariff information

You can use your IHD to view information about your energy tariff without the hassle of logging into your online account or referring to your last bill.



1.

From the main menu press the 'Tariff' button



2.

To switch between gas and electricity, press the 'Gas' or 'Electricity' button.

8 out of 10\* smart meter owners say that their smart meter gives them a better idea of what they're spending on energy.

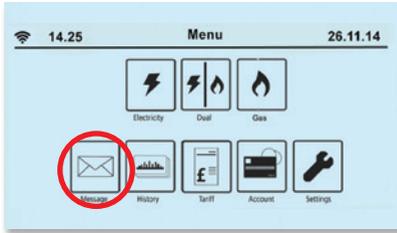
\*10,045 people surveyed by Populus on behalf of Smart Energy GB, November 2017

Did you know?



# Your messages

The in-home display includes a message function so you receive our updates and notifications instantly. The messages, which can be anything from an alteration to your tariff charges to a reminder that your fixed term tariff is coming to an end, will appear here.



1.

The message icon will flash on the screen so it's easy to spot when you have any unread messages.



2.

Your messages will be displayed as a list with unread appearing at the top.



3.

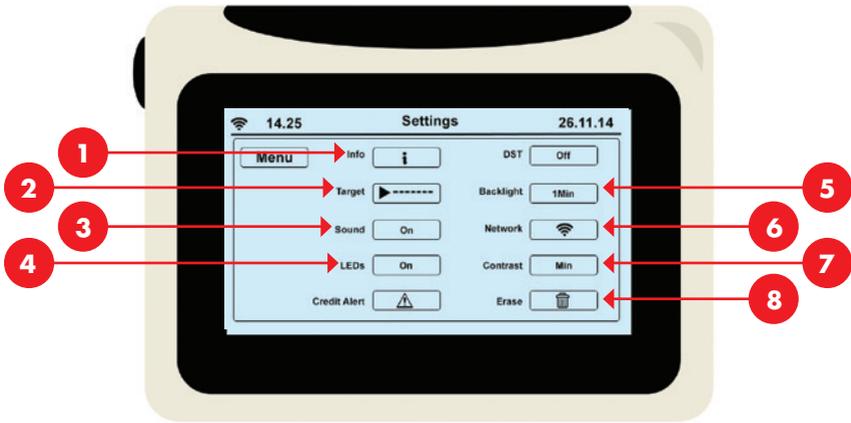
If a notification comes through that's vital, it needs to be acknowledged. Click the OK button to close it.

## Please note

Less important notifications will also pop up, and will disappear if ignored and show as an unread envelope icon in the top righthand corner.

# Settings

Using your 'Settings' button you can change the features on your IHD, including sounds, alerts and the way you budget.



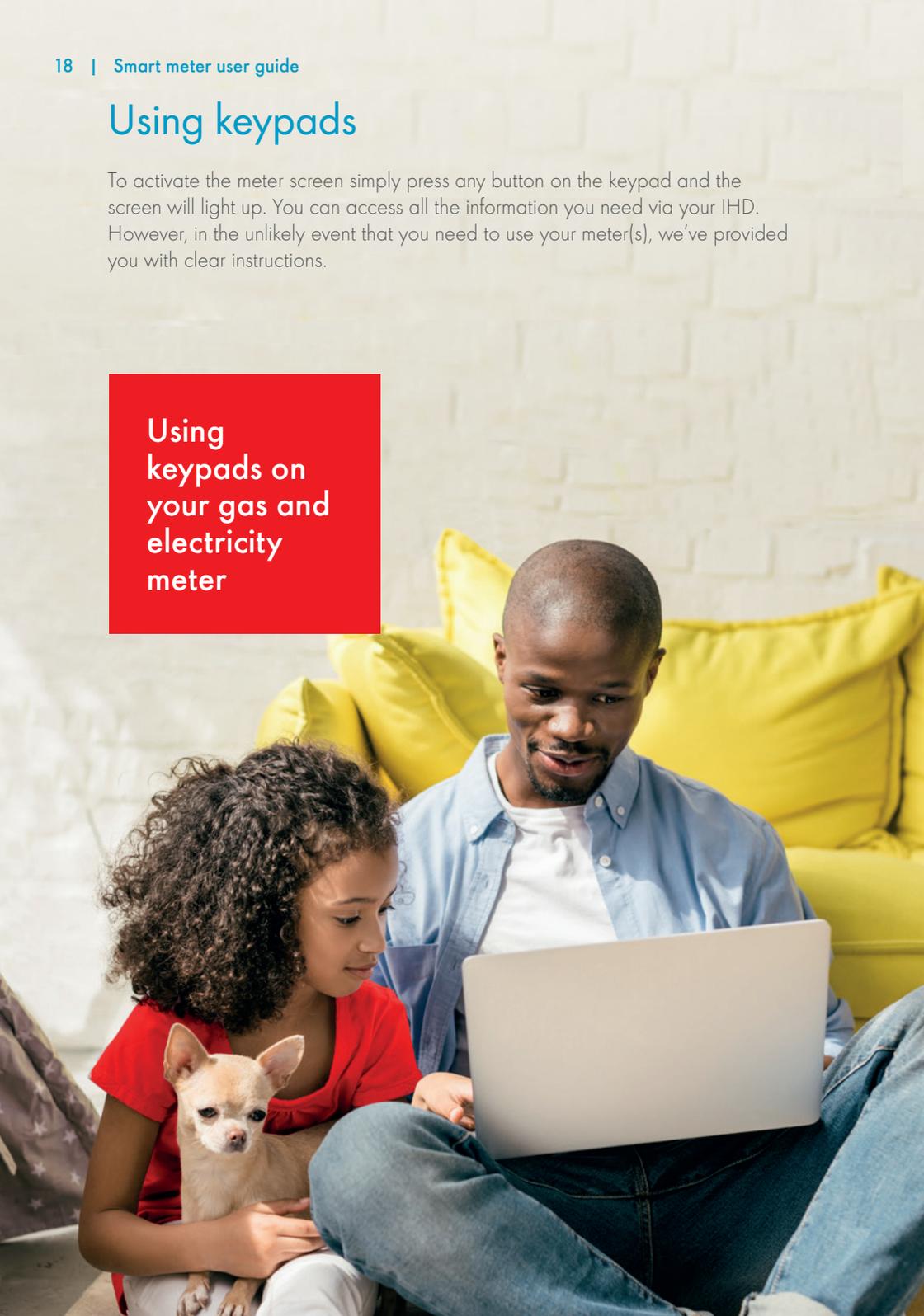
## Account information – default screen

1. Under 'Info' you can view the meter serial number, IHD serial numbers, electricity MPAN and gas MPRN supply point numbers.
2. For Targets see page 12.
3. The Sound can only be switched on/off.
4. The LEDs can only be switched on/off.
5. Using the Backlight button to select whether you want the display lit up all the time or if you prefer it to switch off after one minute. The light will come back on if you tap the screen. (Remember the light uses such little energy to run, it'd cost you approximately 20p a year if it was on all the time).
6. Network - you can't alter this.
7. Contrast can be pressed to lighten or darken the screen.
8. Erase - you can't alter this.

## Using keypads

To activate the meter screen simply press any button on the keypad and the screen will light up. You can access all the information you need via your IHD. However, in the unlikely event that you need to use your meter(s), we've provided you with clear instructions.

Using  
keypads on  
your gas and  
electricity  
meter



# Electricity meter keypad

You can find all sorts of useful information about your electricity usage by pressing the buttons on your electricity meter keypad. Repeated pressing of each button gives many levels of detailed information as explained below:

## Press 1 daily kWh energy cost

<b>x1</b>	Cost of energy used so far today
<b>x2</b>	Cost of energy used yesterday

## Press 2 weekly kWh energy cost

<b>x1</b>	Cost of energy used so far this week
<b>x2</b>	Cost of energy used last week

## Press 3 monthly kWh energy cost

<b>x1</b>	Cost of energy used so far this month
<b>x2</b>	Cost of energy used last month

## Press 4 monthly kWh energy cost

<b>x1</b>	kWh usage last month
<b>x2</b>	kWh usage 2 months ago
<b>x1</b>	kWh usage 3 months ago
<b>.....</b>	Continue pressing up to 12 months

**Press 5** CO2Kg data

<b>x1</b>	CO2Kg current rate
<b>x2</b>	CO2Kg rate per hour
<b>x3</b>	CO2Kg today
<b>x4</b>	CO2Kg yesterday
<b>x5</b>	CO2Kg last week
<b>x6</b>	CO2Kg last month

**Press 6** tariff data

<b>x1</b>	Tariff
<b>x2</b>	Standing charge
<b>x3</b>	Tariff rate 1
<b>x4</b>	Tariff rate 2

**Ignore 7 and 8**

<b>x1</b>	For prepayment customers only
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**Press 9** import/export data

<b>x1</b>	Import kWh (Meter Read)
<b>x2</b>	Export kWh
<b>x3</b>	Import KVARH
<b>x4</b>	Export KVARH

# Gas meter keypad

By pressing the buttons on the gas meter you can obtain all sorts of useful information about your gas usage. Repeated pressing of each button gives many levels of detailed information as explained below:

## Press 1 daily kWh energy cost

<b>x1</b>	Cost of energy used so far today
<b>x2</b>	Cost of energy used so yesterday

## Press 2 weekly kWh energy cost

<b>x1</b>	Cost of energy used so far this week
<b>x2</b>	Cost of energy used last week

## Press 3 monthly kWh energy cost

<b>x1</b>	Cost of energy used so far this month
<b>x2</b>	Cost of energy used last month

## Press 4 monthly kWh

<b>x1</b>	kWh usage last month
<b>x2</b>	kWh usage 2 months ago
<b>x3</b>	kWh usage 3 months ago
<b>x4</b>	Continue pressing up to 12 months

**Press 5** CO2Kg data

<b>x1</b>	CO2Kg current rate
<b>x2</b>	CO2Kg rate per hour
<b>x3</b>	CO2Kg today
<b>x4</b>	CO2Kg yesterday
<b>x5</b>	CO2Kg last week
<b>x6</b>	CO2Kg last month

**Press 6** tariff data

<b>x1</b>	kWh usage last month
<b>x2</b>	kWh usage 2 months ago
<b>x3</b>	kWh usage 3 months ago
<b>x4</b>	Continue pressing up to 12 months

**Ignore 7 and 8**

<b>x1</b>	For prepayment customers only
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**Press 9** import/export data

<b>x1</b>	Gas volume
<b>x2</b>	Import kWh

# Moving home

For information about what to do when you're moving home, we have a help video and FAQs on our website. Just search 'moving out' when you're on the website.

You won't be able to take your IHD with you when you move home, it'll need to stay for the next occupant to use. The IHD will only work with the smart meters installed at your current property. If you don't tell us you're moving, your personal data usage will remain on the meter until the new occupant or homeowner notifies us.



What happens to your IHD?

**Please note:**

If you move into a property where we supply the energy and it has smart meters installed by us, we'll update the smart meters with your details.

## Gas safety

If you believe you can smell gas, call the Gas Emergency Line on **0800 111 999** immediately.

### Loss of supply and safety concerns

If you are experiencing a loss of electricity or gas supply or have any safety concerns with your supplies, then please call us on **0330 094 5800** so we can help you further. Alternatively you can visit our website for help at **[shellenergy.co.uk/help/emergency-and-safety](https://shellenergy.co.uk/help/emergency-and-safety)**.

## Gas safety: carbon monoxide poisoning

Knowing the signs of carbon monoxide poisoning could save your life and the lives of those around you. We've listed a few things to look out for below that may indicate a presence of carbon monoxide:



### Appliances

Soot, stains or discolouration near appliances like boilers, gas fires or water heaters



### Gas flames

Yellow gas flames - gas flames should always burn blue



### Blockages

Blocked air vents or chimneys - always ensure your home is properly ventilated and that your chimney is regularly swept

If you notice any of the above or you have any other concerns related to your gas appliances then you can find a Gas Safe Register engineer at **[gassaferegister.co.uk](https://gassaferegister.co.uk)** who'll check the safety of your appliances. It's important to have all your appliances checked and serviced every year.

## Understand the symptoms

If you experience unexplained symptoms listed below and they improve when you're away from your home, this could be a further indication of the presence of carbon monoxide.

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness

### Take action

- Open windows
- Turn off gas appliances
- Leave the building and call the Gas Emergency Line immediately on 0800 111 999 (free of charge and open 24 hours)
- Seek medical help immediately
- Get a Gas Safe Registered engineer to check your appliances



## Avoid the risks

**There are precautions you can take to make your home safer:**

- Get an audible carbon monoxide detector
- Have gas appliances regularly serviced by a Gas Safe Register engineer

Visit [gassaferegister.co.uk](https://www.gassaferegister.co.uk) for more information and guidance about keeping your home gas safe.

# Smart meter data guide

A guide to the data sent by your smart meter.

## What information do you collect from my smart meter, and how often?

Your smart meter will send readings to us automatically, using mobile communication technology. We'll collect information about your energy usage so we can provide you with a number of benefits, such as accurate bills.

We can collect your readings half hourly, daily or monthly, depending on your preference. Your readings will be sent to us on a daily basis as this is the default. But, with your preference set to half hourly, you'll get the full benefits of your usage graph at [shellenergy.co.uk/myaccount/graph/electricity](https://shellenergy.co.uk/myaccount/graph/electricity) and My Energy at [shellenergy.co.uk/myaccount/myenergy/overview](https://shellenergy.co.uk/myaccount/myenergy/overview). This will help you to save your energy, therefore your money.

You can change your preference to half hourly or monthly at [shellenergy.co.uk/myaccount/properties](https://shellenergy.co.uk/myaccount/properties), or by calling **0330 094 5800**.

## How will you use my energy usage information?

The readings sent by your Smart Meter include many benefits. They are used to:



Calculate and produce accurate bills for you.



Calculate your monthly payment amount, if you pay by Direct Debit.



Help to provide you with personal and relevant energy saving advice through My Energy.



Provide you with a quote for our other tariffs, and regularly update your energy usage graph so you can keep track of your energy spend.

## Useful links

A data guide is available from the Energy UK website at [energy-uk.org.uk/our-work/retail/smart.html](https://energy-uk.org.uk/our-work/retail/smart.html).

Read our privacy policy for more information about the security of your data at [shellenergy.co.uk/privacy](https://shellenergy.co.uk/privacy).

You can find out more about the personal information we hold for you in our terms and conditions at [shellenergy.co.uk/domestic-terms-and-conditions](https://shellenergy.co.uk/domestic-terms-and-conditions).



# What are my rights and choices?

You can tell us how often you'd prefer us to collect your meter readings (half-hourly, daily or monthly) through My Account at [shellenergy.co.uk/myaccount/properties](https://shellenergy.co.uk/myaccount/properties) or by calling **0330 094 5800**.

You can tell us how often you'd like us to collect your readings at the time of installation or after. If you don't tell us within seven days, we'll continue to collect your readings on a daily basis.



You can find more information about your rights in our privacy policy at [shellenergy.co.uk/privacy](https://shellenergy.co.uk/privacy).

## Is my information secure?

All of our smart meters are certified to the security standards set out in our Supplier License and the Smart Energy Code (SEC). For more information about data security see our privacy policy.

## Is there anything I can do to keep my energy information secure?

Although we do everything we can to keep your information safe, there are a few things you can do as well:

- When accessing personal information from your in-home display unit (IHD), laptop or any other device, make sure no one else can view this without your permission.

## Will my information be shared with anybody?

We don't sell your information and we only share your energy usage information with:

- Network operators as we work with them to supply your energy
- Law enforcement agencies, to prevent fraud or criminal investigations
- Opinion Matters, who may contact you after your smart meter installation to ask you some questions about how it went. This is to ensure that we're following industry regulations. Don't worry, your responses to their survey will be kept anonymous and Opinion Matters will not share your information.



## Connected home

As technology advances, the devices that connect our home get ever more sophisticated. Your new smart meter is one, but there are others that can make running your home easier, or help you control your energy use.

The Nest Thermostat E learns the temperature that you like, then programs itself. It even turns itself down when you're away. So you save energy and stay comfortable.

A Nest Cam Indoor is another connected home device that can make your life easier. Use it to keep an eye on your home and your loved ones. Set it up in five minutes and then monitor the footage from anywhere on your smartphone.

**Make your  
home even  
smarter**



# Useful contacts

## Age UK England

0800 055 6112

[www.ageuk.org.uk](http://www.ageuk.org.uk)

## Age UK Scotland

0800 124 4222

[www.ageuk.org.uk/scotland](http://www.ageuk.org.uk/scotland)

## Age UK Wales

0800 022 3444

[www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru)

## Citizens Advice

03454 04 05 06

[www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

## Energy Ombudsman

0330 440 1624

[www.energyombudsman.org.uk](http://www.energyombudsman.org.uk)

## Energy Saving Trust

0800 512 012

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

## The Disabled Living Foundation

0300 999 0004

[www.dlf.org.uk](http://www.dlf.org.uk)

## Step Change Debt Charity

0800 138 1111

[www.stepchange.org](http://www.stepchange.org)

## National Debtline

0808 808 4000

[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

## Payplan

0800 280 2816

[www.payplan.com](http://www.payplan.com)

## Useful links and information

You can find a downloadable document with advice about energy efficiency, at [shellenergy.co.uk/info/policies](https://shellenergy.co.uk/info/policies)

You can find more information about smart meters in the Shell Energy online help section: [shellenergy.co.uk/help/my-smart-meter-data](https://shellenergy.co.uk/help/my-smart-meter-data)

You can also receive personalised advice in the **'My Energy'** section of your online account.