



# 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/smicoP](https://shellenergy.co.uk/info/smicoP).



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# Introduction

## Your energy is now smarter

Welcome to the wonderful world of smarter energy. You've joined a national smart revolution that will help us control our energy usage.

We've created this handy guide to give you everything you need to know about your newly installed smart meter(s) and in-home display unit (IHD).

## Introduction to your in-home display (IHD)

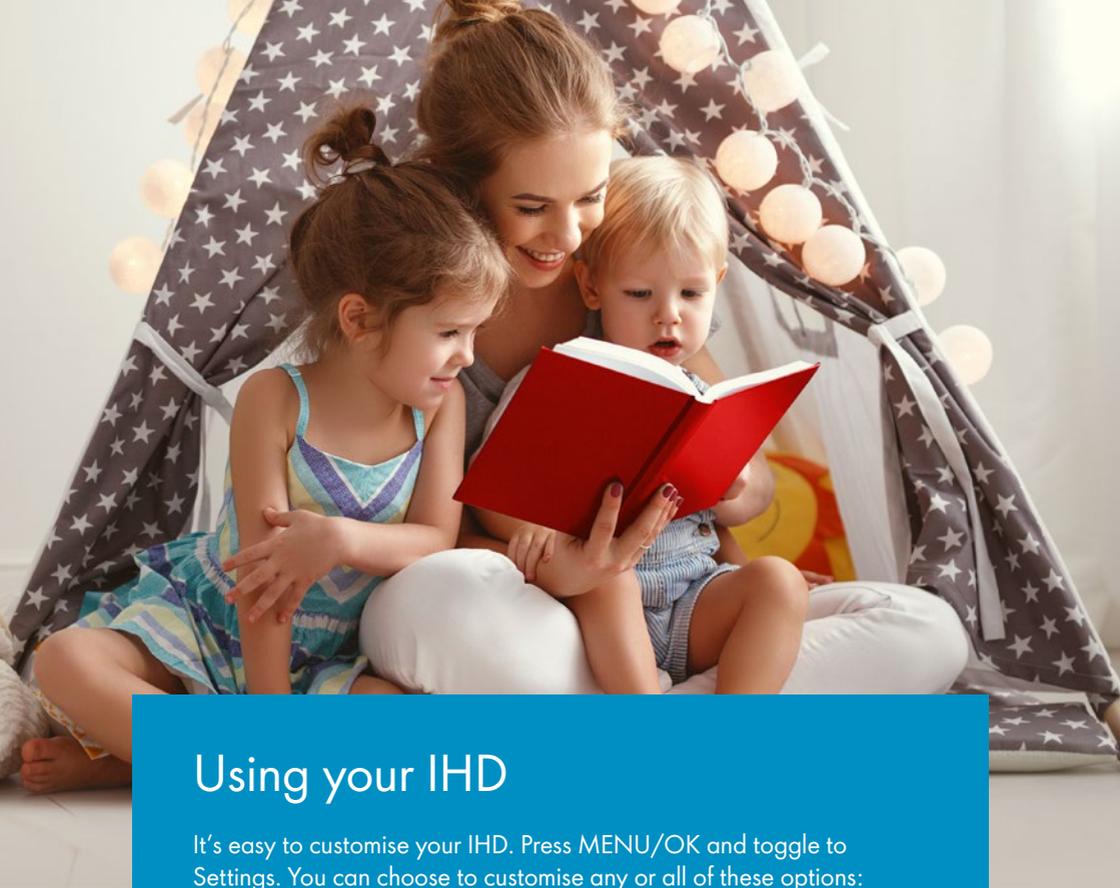
Your IHD allows you to see when you use energy in your home. While your smart meters are busy collecting all your energy usage information, your IHD will display it all for you in an intuitive and easy to access display.

You can see the impact of any changes you make, like switching to low energy light bulbs, which will help you stay energy efficient.

Getting started is simple, and you'll be able to see your energy usage straight away.



Your smart meters are already up and running, and your IHD will start displaying information about your usage. During installation, we'll have helped you find a suitable location for your IHD, so you can access it easily.

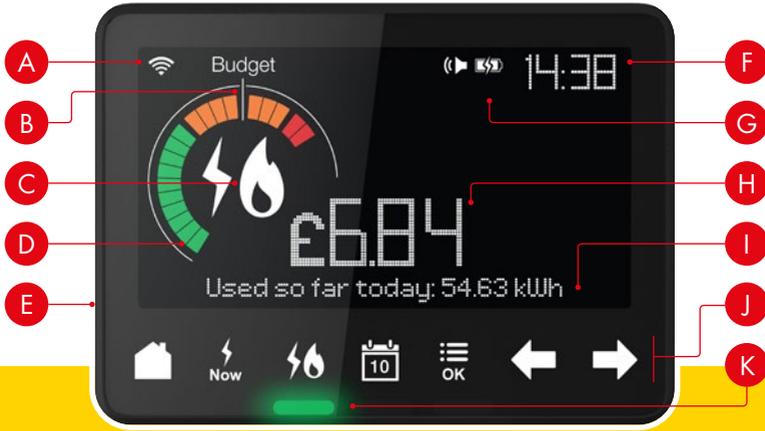


## Using your IHD

It's easy to customise your IHD. Press MENU/OK and toggle to Settings. You can choose to customise any or all of these options:

- **Set Budget**  
see the "Setting your budget" section on this guide
- **Screen Brightness**  
adjust higher or lower
- **Night Mode**  
the device dims between midnight and 7am. You can turn this on or off
- **Low Credit Alert**  
turn on or off (prepayment customers only)
- **Key Tones**  
turn on or off
- **Budget Alert**  
turn on or off
- **Language**  
choose English or Welsh
- **Clear Settings**  
clears all settings
- **Account Information**  
press MENU/OK, "Settings", "Account" to access

# Getting to know your display



- A. Wireless signal strength** – the signal strength between your IHD and your smart meter
- B. Budget indicator** – the Budget Line indicates your personally set budget (see more in “Setting your budget”)
- C. Fuel type** – shows your fuel type – electricity, gas or both
- D. Energy usage dial** – see your energy use at a glance: low (green), medium (orange) or high (red)
- E. On/off button** – on the back of the display
- F. Time** – current time in 24hr format
- G. Battery indicator** – battery level and charging status
- H. Numeric display** – see your energy usage and costs in numbers
- I. Text display** – displays text feedback, messages and prompts
- J. Control buttons** – control your IHD and view different information and functions
- K. Electricity now lights** – see your electricity use right now as low (green), medium (orange) or high (red)

# Using your display

Use the touch buttons to control your IHD, and find out how and when you're using energy in your home.



## Home

Go to the home screen. This shows today's energy use so far.



## Now

See the electricity you're using now.



## Fuel

Select gas or electricity and see your energy use by fuel type, or the combined total.



## Calendar

You can choose to see your energy used so far today, this week, this month or this year. Use the left arrow to go back through your usage history.



## Arrows

Use the left and right arrows to scroll through the options. Press Menu/OK again to select an option.



## Menu/OK

Press Menu/OK to access the settings such as budget, language, and screen brightness. Pressing Menu/OK also selects an option.

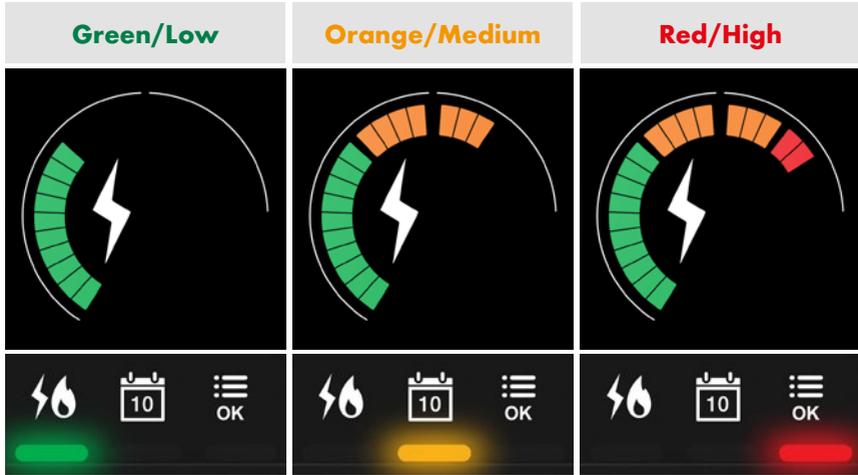
## Getting help

Your IHD has an in-built tutorial to show you how it works. Press Menu/OK, then use the right arrow to go to 'Tutorial' and press Menu/OK.

The "Fuel" button toggles between available fuels. A lightning bolt icon is illuminated when the IHD is being used to display electricity consumption. A flame icon is illuminated when being used to display gas consumption. Dual fuel operation is supported where both electricity and gas smart meters are provided. Consumption data for both fuels is recorded separately.

## See your electricity usage instantly

The Energy Usage Dial lets you see instantly if your electricity usage is low, medium or high. You can view this as electricity used right now, so far today, this week, this month or this year.



### Ambient indicator

The coloured lights at the bottom of the display show your electricity use right now as either low (green), medium (orange) or red (high).

### Getting smarter the more you use it

Your IHD will initially compare your energy use against a medium-sized household. However, it will learn your typical usage over time and adjust to reflect low, medium and high use for your individual household.

**Please note** that instantaneous consumption and 'cost per hour' information is only provided for electricity. Instant updates are not available for gas.

# Setting your budget

You can set a budget to help you stay on track with how much you spend on your energy.

## The pre-set budget levels for electricity and gas are:



**Electricity**  
£1.60 per day



**Gas**  
£1.95 per day

The weekly budget is seven times the daily budget and the monthly budget is 30 times the daily budget. You can amend the budget values independently for gas and electricity.

- Press MENU/OK, go to settings, select “Set Budget” and press MENU/OK. Use the arrows to set your budget.
- Change your fuel type and preferred time period (day, week, month) and view your budget in pounds.

You can now easily keep track of your budget by checking the **Energy Usage Dial** on your **Home** screen.

When you exceed your budget, you’ll hear an alarm. You can turn this on or off in the Settings menu.

If you’re keen to better understand your habits, you can experiment with the time period of your budget. If you set a monthly budget, see what that means for your daily cost and what your annual savings could be.

Are you an Economy 7 customer? If so, your off-peak rates will be between 12.30am and 7.30am. If your heating or appliances are programmed to activate during a lower-rate period, they’ll come on during this window. This may differ from your previous set-up.

# Energy saving advice

By switching to smart, you've joined the many who are making the move to a better energy future. But why stop there? A smart meter is just the start, and we've put together a list of simple and effective tips to help you save energy.

## Half-hourly reads

Your meter sends us readings automatically. The frequency (half-hourly, daily or monthly) is set according to your choice when arranging your installation. You can change the frequency of your readings at any time in your online account. But, if you set your meter readings to be half-hourly, you'll be getting even more out of your smart meter.

We use the data from your half-hourly meter readings to give you a detailed overview of how your energy usage fluctuates throughout the day. You'll see your peak energy times and identify where you might be able to reduce energy usage. You can see this information in My Week (see below).

With this information, you can eliminate wastage and be more in control of how you use energy. In the long run, this could even help you save money.

## My Week

You can access My Week via your online account. Use it along with your brand new IHD and the Shell Energy app for a comprehensive look at how much energy you're using throughout the week.

And if you want to turn back to less frequent readings, you can do so at any time via your account settings.

## Home appliances

Despite being slightly more expensive, highly-rated energy efficient appliances can save you money in the long run by using less energy. This is particularly true of large items that are used regularly, like washing machines and fridge freezers.

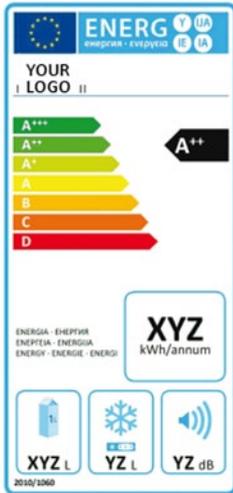
## Home heating

When the winter weather starts to bite, most households crank up the thermostat. During these months the **Energy Saving Trust** estimates that up to 50% of our energy spend is used on heating.

With this stat in mind it's worth making sure that your heating is running as efficiently as possible. If you're not wasting energy, you're saving on your energy bills.

Home heating products endorsed by the Energy Saving Trust such as glazing, boilers and water softeners, must meet recommended product and energy performance criteria. Look out for the logo on page 11 when you choose your next home heating product.

# Energy labels



Example of an EU Energy Label for a refrigerator

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 “D” and below rated appliances are the least efficient. The more efficient the product, the more money you could save.



Energy Saving Trust logo

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.**

## How to use your smart meters

We don't think you'll ever need to look at your smart meter, as you should be able to see all the information you need about your usage and meter readings on your IHD. But just in case you ever need to take a meter reading, we've shown you how to do so below.

### Your electricity meter readings

You may need to wake up the display by pressing any button. Some electricity meters will show the readings screen by default, while others may need you to navigate to the correct screen by pressing buttons on the meter. There's usually a button that scrolls through menus, and another button that scrolls within menus.

Press the buttons, scrolling through the screen options until the reads menu or screen is displayed. This could be within a menu like "General", "Account", "Registers" or "Rates". Scroll through to find the "Total..." or "TOU..." display, and use the other buttons to navigate through the readings. You'll see values like 'Total Active Import kWh', 'Total Active Export kWh' and 'TOU Rate 1' being displayed.

Your meter reading that's used for billing will be TOU Rate 1 for single-rate tariffs, or both TOU Rate 1 and TOU Rate 2 for two-rate tariffs.

If you'd like specific information on how to read the electricity meter installed in your home, please refer to the Help section on our website.

### Your gas meter reading

Press any button to wake up the display, or navigate to the default display, for your meter reading in cubic metres (m<sup>3</sup>).

## Display of meter reading and your meter point numbers

You can see your meter reading (as displayed on the meter) using your IHD. Please note that it can take about 10 seconds for electricity information, and about 30 minutes for gas information to be updated from the meters.

The appropriate reading is given dependent on which fuel (gas/electricity) is selected.

You can also see your MPAN (Meter Point Access Number) for electricity, and your MPRN (Meter Point Reference Number) for your gas.

To access your Meter Information, **press MENU/OK, "Meter Information"**.

## Moving home

If you're moving home, please let us know a minimum of 24 hours before your moving day. This is so that we have time to make sure your smart meters and IHD are cleared of all consumption and final remote meter readings before someone else moves in.

Also make sure you leave your IHD behind for the new occupier as it will only work with the smart meters in this property.

**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.

For information about what to do when you're moving home, we have a help video and FAQ on our website. Just click 'Moving home' at the top of the homepage.



# 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 selected when arranging your smart meter installation. 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, daily 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**.

Your meter reading frequency (half-hourly, daily or monthly) is set according to the selection you made when booking your smart meter installation.



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.

## 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're experiencing a loss of supply or have any safety concerns, then please use the emergency contact details we supplied to you when arranging your appointment. If you have lost those details 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](https://www.shellenergy.co.uk)**.

## 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 registered engineer at **[gassaferegister.co.uk](https://www.gassaferegister.co.uk)**, and they'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.

## Frequently asked questions

### What happens if I switch supplier?

Your meter will be just as compatible with another supplier as it is with us, but it's always worth double checking with them before you switch.

### What happens if my IHD loses signal?

This is very unlikely if you keep your IHD located in the recommended location that the engineer showed you during the installation. If you choose to move the IHD, it may lose its connectivity to your smart meter. If this happens we recommend turning the device off (by pressing the on/off button on the unit), leaving it off for up to 30 seconds, moving it closer to the smart meters and then switching it back on.

This should re-establish the connection, and your IHD should start to display your refreshed data within 30 minutes.

### What do I do if my meter/ IHD has a fault?

If you think that either your smart meter or IHD has developed a fault, call us on **0330 094 5800**.

As we're your energy supplier, we're 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 to fix the fault. You won't be charged for the cost of the repair if the meter fault wasn't caused by you.

## Further advice

For more information about how to save energy, including contact details for independent advice, you can read our energy saving advice information at **[shellenergy.co.uk/about-us/saving](https://www.shellenergy.co.uk/about-us/saving)**.

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

And 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.

You can find answers to more of our frequently asked questions about smart meters in the help section of our website, at **[help.shellenergy.co.uk/hc/en-us](https://help.shellenergy.co.uk/hc/en-us)**.

## 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 040 506

[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)

