



# Welcome to **smarter** energy

A guide to your prepayment meter(s)



**Home Energy Matters**

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## Safety notice

Please read these safety precautions before you use your in-home display (IHD). Keep this guide handy, so you can 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 it 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. Instead, please take it to a recycling centre for disposal.

- Don't attempt to open, repair or service any part of your IHD. If the device appears to be faulty, please contact us.
- Don't use a visibly damaged power adapter or power lead. Only use 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.
- This product complies with Restriction of Hazardous Substances (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. To find out more, visit our website at [shellenergy.co.uk/info/smicop](https://shellenergy.co.uk/info/smicop).



## Your smart prepayment meter(s) and IHD

This booklet will provide you with a step-by-step guide to using your newly installed prepayment meter(s) and in-home display (IHD).

### Your electricity and gas meters

Your electricity and/or gas prepayment meter will be installed in place of your current meter(s). We'll only install prepayment meters where it's safe and practical to do so. Your meter(s) will need to be accessible in the event of power loss, as you may need to reconnect your supply directly at the meter.

**This property is fitted with a prepayment meter for:**

- Gas
- Electricity

### Your in-home display unit (IHD)\*

You'll be supplied with an in-home display, so you can manage how much energy you're using. We'll install your IHD at the same time as we install your prepayment meter(s), and we'll suggest some suitable locations for it to be kept. We recommend that you keep your IHD plugged in at all times. But don't worry, in the event of a power cut, or if you unplug it, it'll still continue to work for a period of time.



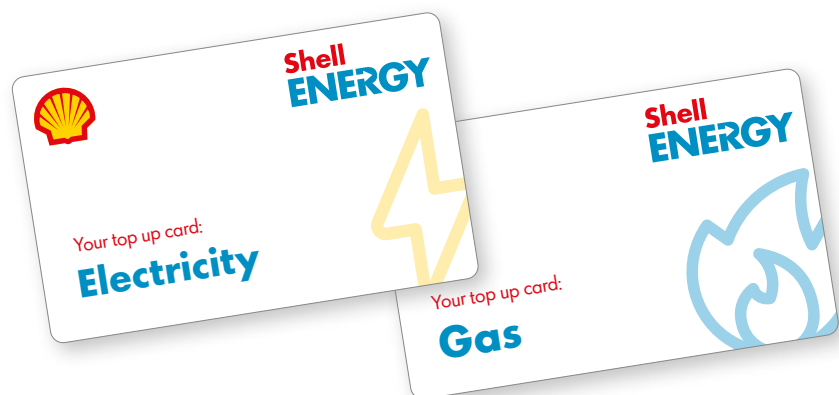
\*We're only able to offer an IHD when an electricity prepayment meter is installed. We're unable to supply an IHD for gas-only installations.

## Topping up

### Your top-up cards

Once your prepayment meter(s) have been installed, your top-up card numbers will be sent by email, so you can download and use our app straight away. We'll also send your physical cards in the post, in case you prefer to top up in person.\*

Your meter(s) are installed preloaded with £30 credit. However, it's worth topping up as soon as you can. This makes sure everything is working properly and you don't run out of credit.



### How do I top up?

It's easy. With our Shell Energy Top Up app for IOS and Android, you can now top up on the go. Search 'Shell Energy Top Up' in your app store, or top up online via our website [www.shellenergy.co.uk/energy/pay-as-you-go](http://www.shellenergy.co.uk/energy/pay-as-you-go)



You can top up using a debit or credit card either on the go or from the comfort of your home. All you need is the email address linked to your Shell Energy account, and your 19 digit top-up card number.

### Don't want to top up online?

Alternatively, you can still top up at any PayPoint outlet. To find your nearest one, look out for the PayPoint logo or visit [consumer.paypoint.com](http://consumer.paypoint.com).

If you're having any difficulties topping up, please call us on 0330 094 5802. Lines are open from 8am to 6:30pm Monday to Friday, and 9am to 4pm on Saturday.

**Make a note of the 19-digit number on your top-up cards in the boxes below.**

If you lose your top-up cards, you can still top up your meter(s) online via our App or website without needing replacement cards.

### Electricity card number



### Gas card number



Once you've paid, your transaction will be processed and your top-up will be sent to your meter automatically. Sometimes poor signal to your meter(s) can prevent the credit from being applied automatically, so keep hold of your receipt / top-up code.

It may take up to 45 minutes for a top-up to show on your IHD and meter(s).

### How much can I top up?



**Shell Energy Top Up app**  
Min top up £1  
Max top up £149  
(per meter)



**Online**  
Min top up £1  
Max top up £149  
(per meter)



**PayPoint**

**PayPoint**  
Min top up £1  
Max top up £49  
(per meter)

\*The cards belong to the meter, so please leave the cards behind if you move home. If you lose or damage your top-up cards and would like a replacement, please call us on 0330 094 5802. Please note that we may charge for replacement cards.

## An introduction to your in-home display (IHD)

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

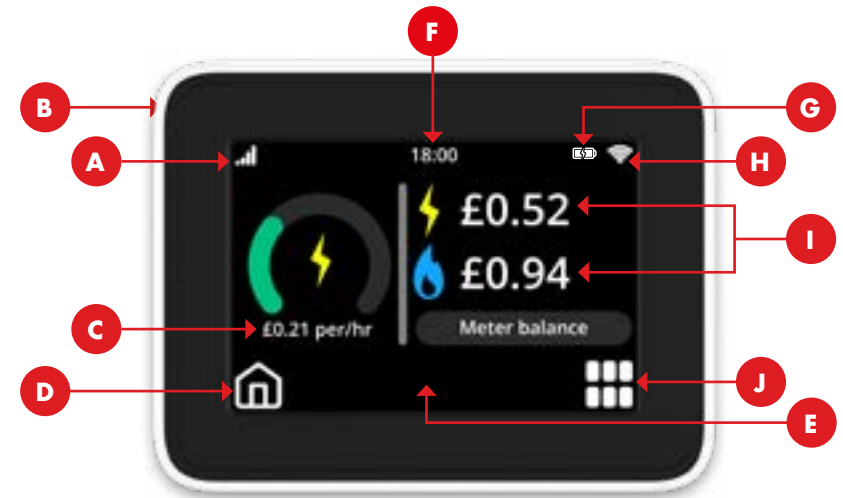
When your IHD is installed, the screen will change to show your current meter balance, like the image below. We recommend that you make this your main 'home screen' in the settings options. This will make it easier to monitor your remaining credit balance.



1. Go to 'menu' > 'settings' > 'home screen' and set screen option 1.
2. Alternatively, you can scroll between each home screen variation by pressing the 'meter balance' or 'so far today' button. This will also give you a 'usage now' option to see how much electricity you're using in real time.
3. You can return to your selected home screen at any time by pressing the **home button** on the bottom left of the screen.

## Getting to know your IHD

This is your IHD. It includes a touchscreen function, allowing you to navigate and manage your energy usage and credit balance quickly and effectively.

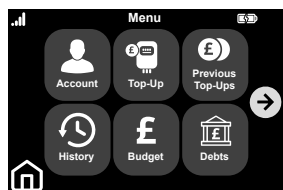


- A.** Signal strength between your IHD and smart meter(s)
- B.** On/off button – back of IHD
- C.** Cost per hour – real time cost of your current electricity usage
- D.** Home button – return to your selected home screen
- E.** Text display – displays text feedback, messages and prompts
- F.** Time – current time in 24hr format
- G.** Battery indicator – battery level and charging status
- H.** Wi-Fi signal – only used when connected
- I.** Current credit balance for both electricity and gas
- J.** Menu button

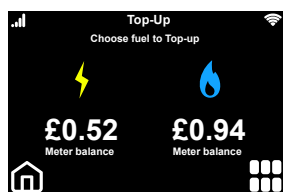
Note: The description above refers to the 'meter balance' home screen. This is the home screen that we recommend using for prepayment meters. Other home screen options will have some different functions.

## Topping up manually using your IHD

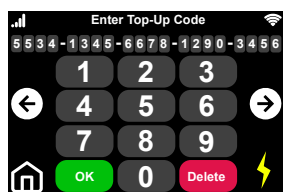
You can top up your prepayment meter(s) using your smart IHD. This is in case your regular top-up method doesn't work automatically. To top up your meter directly, you can either use the 20 digit top-up code from your PayPoint receipt, or the code generated when using the app or our website. Then, follow these steps.



1. Press the **menu** button on your IHD, and then tap **'top-up'**.

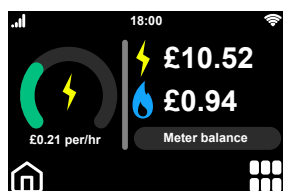


2. Here, you'll see your current meter balance. Now choose the fuel type you'd like to top up. Make sure you use the right code for the fuel purchased.



3. Enter in your top-up code using the numbers on the screen. To delete a digit, just tap **'delete'**.

To complete the top-up, press **'OK'**.



4. You'll receive a notification that the code has been accepted or rejected. If you've selected the **'meter balance version'** on your IHD, your new balance will be visible on your home screen. If you can't see your new balance and you'd like to, see page **08** to learn how to change your settings.

## How to manually enter top-ups using your meter keypad

You can use your meter keypad to top up if you can't use your IHD or your meter has lost connection and can't automatically receive your top-ups.

### Electricity meter:

- Press the 'A' button to scroll to the 'enter top up code' option on the display screen. Then press and hold 'A' as per the on-screen instructions.
- The 'A' button can then be used to increase the digits of your code, and the 'B' button can be used to move to the next one.
- Once you've entered all 20 digits, press and hold the 'B' button to accept the code.

### Gas meter:

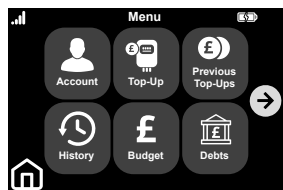
- Press the 'C' button to display the menu, then the 'B' button to scroll to the 'prepayment' option and press the 'C' button to select.
- Use the 'B' button again to scroll to the 'new payment' option and press 'C' to select.
- The 'A' button can then be used to increase the digits of your code, and the 'B' button can be used to move to the next one.
- Once you've entered all 20 digits, press the 'C' button to accept the code.

Once you've entered in the codes, your meter(s) will display that the code has been accepted. If your meter(s) display that the code is 'invalid', please check that you have the right VEND code for the correct meter, have entered all the digits correctly and that the credit hasn't already been applied.

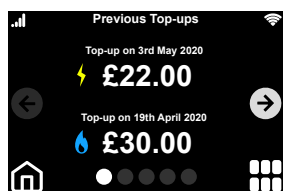


## Your top-up history

You can see your last five gas and electricity top-ups on your IHD and meters, but please note that these may take a little longer to load on your IHD than your meter(s).



To see your top-up history on your IHD, press **'menu'**, and then **'previous top-ups'**.



You can use the arrows to scroll through the pages and see your **top-up history**.

Here's how to view your top-up history on your meter.

### Electricity meter:

- Press button 'A' until the display reads 'last 5 credits'. Then press and hold 'A' to enter.
- Now press 'B' to scroll through the last 5 top-ups with date and time information.

### Gas meter:

- Press any button to wake up the gas meter display, then press button 'C'
- Scroll down using button 'B' until you see the 'prepayment' option. Press 'C' to enter.
- Scroll to the 'top up logs' option and press button 'C' to enter.
- Here you can use buttons 'A' and 'B' to view the last 5 top ups.

## What is emergency credit?

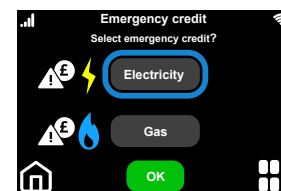
Your meter(s) will be preloaded with £10 emergency credit once they're installed. This emergency credit is for you to use when you're running low and can't top up straight away.

Any emergency credit you use will need to be repaid. So when you next top up the amount will be taken from your credit. Make sure you buy enough credit to cover the emergency credit used, your debt payments, and at least £1 of positive credit.

### How to activate your emergency credit

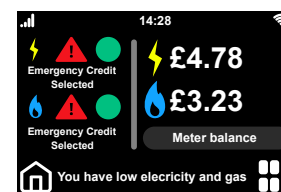
If you run low on credit, your IHD will alert you with an audible alarm and the display will change. Once this happens, follow the steps below to activate your £10 emergency credit.

Please note: emergency credit is not activated automatically.

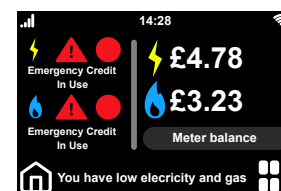


Press **'menu'**, followed by the **E-Credit** option. If available.

Select electricity, gas or both and press **'OK'** to activate.



Once you've made your selection, you'll see confirmation on your **home screen**.



Your home screen will also notify you when you begin using your emergency credit.

Emergency credit will only be available when your balance runs low. We suggest you only use this option when you're not able to top-up. Don't forget, you can top up at any time using our app.

## What's friendly credit?

If your credit runs out after 4pm on a weekday, you won't lose your supply until 10am the next day.\* This arrangement is known as 'friendly credit'.

This will give you enough time to buy more electricity or gas. You'll still be able to select emergency credit during this period if it hasn't already been used.

### Monday to Thursday

If your credit runs out after 4pm, you won't lose supply until 10am the next day.

### Friday, Saturday and Sunday

If your credit runs out after 4pm on a Friday (or any other time during the weekend), you won't lose supply until 10am the next working day.

### When is emergency or friendly credit available?

Day/time	Emergency credit available	Friendly credit available
Mon - Fri 10am - 4pm	Yes	No
Mon - Fri 4pm - 10am*	Yes	Yes
Sat - Sun and Bank Holidays	Yes	Yes

\*Times may be subject to change.

## How do I repay emergency or friendly credit?

You should repay any emergency or friendly credit as soon as you're able to do so. Payment will be taken automatically during your next top-up. So, if your supply has disconnected due to using up emergency or friendly credit, you'll need to top up enough to repay the amount used, and place the meter into a positive balance before you'll be able to reconnect your supply again.

If you're repaying debt through your meter, it will continue to deduct this debt from your credit balance during the day. It'll do this whether the meter is in a positive or negative balance and when you're using emergency or friendly credit.

## Loss of supply, and reconnecting your meters

### Loss of supply - reconnecting your meters

Your IHD can run for a period of time after being unplugged or your property losing supply after running out of credit. If you've lost supply, check your IHD first, as it will tell you if you need to top up in order to get back on supply. Make sure you wake it up by pressing the 'on' button at the back of the device. Then wait for your information to display again.

### ELECTRICITY - how to restore supply

- First, check that your meter is in a positive credit balance. If you're still in a negative balance, you most likely have an outstanding debt. You should check the balance on your IHD and make sure that your last top-up was applied before adding any credit to put you back into a positive balance. You can do this by going to the 'previous top-up' section of your IHD settings or checking on the meter directly as outlined on page 12.
- On your IHD, press the 'menu' button. You should then see an option to 'activate' your supply. After you've topped up and are in a positive balance, your supply won't reconnect automatically (for safety reasons), so make sure you're at the property so you can reconnect it yourself.
- If your IHD won't power up, you can reconnect your supply using the electricity meter itself. The display will advise you to reconnect by pressing both the 'A' and 'B' buttons at the same time for around 5 seconds. If it doesn't give you the option to reconnect, you'll need to top up more funds.
- Your electricity meters display screen (not your IHD) will always light up after pressing one of the buttons on the front. If the display doesn't show after you've pressed a button, you might be experiencing a grid power cut. If this is the case then power is usually restored quickly by the electricity grid, and you won't need to do anything.
- If you have a grid power cut and your supply hasn't been restored, you can call the freephone number **105** which will put you directly in contact with the distributor for your area to check.



## GAS - how to restore supply

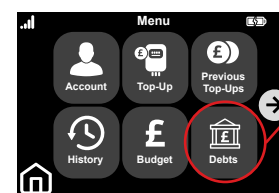
- First, check that your meter is in a positive credit balance. If you're still in a negative balance, you most likely have an outstanding debt. You should check the balance on your IHD and make sure that your last top-up was applied before adding any credit to put you back into a positive balance. You can do this by going to the 'previous top-up' section of your IHD settings or checking on the meter directly as outlined on page 12.
- Your top up can sometimes take slightly longer to apply to your gas meter. If it's not showing in the 'previous top-up' section of your IHD or meter, please see page 11 on how to manually enter it.
- **You must turn off your gas boiler and any other gas appliances in the property before trying to restore your gas supply.** The meter has a safety feature that prevents the gas supply from being reconnected if it suspects that there's an appliance drawing gas.
- You **will not** be able to reconnect your gas supply using your IHD, instead you'll need to do this directly at the meter after you've put it into a positive balance. Wake the gas meter up by pressing any button, then the display will ask you to turn off appliances before pressing any button again to reconnect your supply.
- Once you've restored your gas supply the display will show a reconnection sequence and **you must wait for at least 60 seconds** before turning your boiler back on, or any other gas appliances. If you turn an appliance on too quickly after reconnecting, the meter valve may close again as a safety measure.



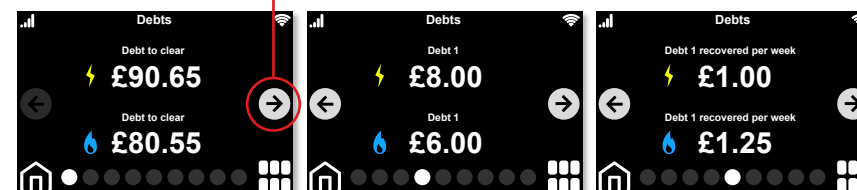
## Your debt account information

Prepayment meters have the ability to repay any debt that may be owed on your account with Shell Energy. Should you have any outstanding debt on your account, you'll receive correspondence from Shell Energy's Customer Payments Team on how this debt will be managed.

If you have any debt loaded onto your prepayment meter(s), you can access your debt information using the following steps:



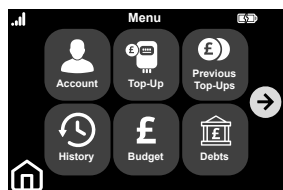
■ From the main menu, select 'debts'



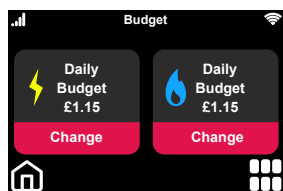
■ By using the **arrows to navigate**, you'll be able to view a number of screens that will show you any total outstanding debts you may have, how these debts are broken down, and the recovery rates per day or per week etc.

## Setting your budget

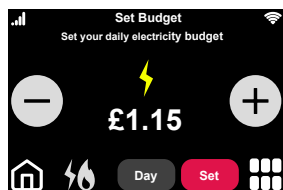
With this feature you'll be able to set targets for your usage using a monetary value, which you could use to help with budgeting on a daily, weekly, monthly or even yearly basis.



To set your budget, press 'menu', then press 'BUDGET'. You can set individual budgets



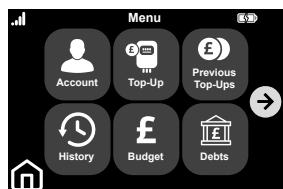
Choose the fuel type budget you'd like to adjust and press 'CHANGE'.



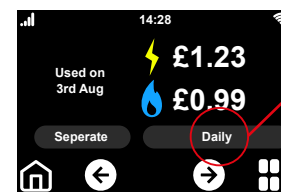
Use the + and - buttons to increase or reduce the budget value and tap the time period button to select the period for which you would like to adjust the budget. This could be day, week, month or year.

Once you're finished, press 'SET' followed by 'OK'. Your new budget will be visible when you next select it from the main menu.

## Historic usage

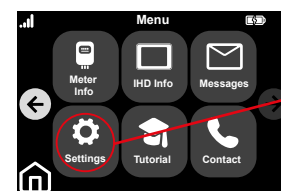


To keep track of how much energy you're using, you can click on the 'history' button from the **main menu**.

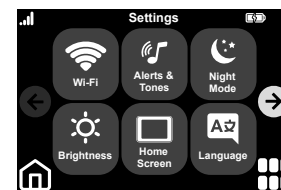


Here, you'll be able to select whether you want to see your historic costs in a daily, weekly, monthly or yearly value. Simply press the 'daily' button to change.

## Settings

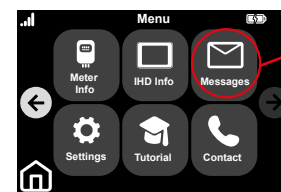


From the menu, navigate to, and select 'settings'.



Here you can change your IHD's features, such as your home screen option, turn alerts on and off, adjust the screen brightness and select a language.

## Your messages



Your IHD includes a message function so you can receive our updates and notifications instantly. The messages, which can be anything from an alteration to your tariff charges or top-up card, will appear here. To navigate, simply press the 'menu' button.

## 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 electricity or gas supply, or have safety concerns, please call us on **0300 094 5800**, and choose option 9. Alternatively you can visit our website for help at [shellenergy.co.uk/help/emergency-and-safety](https://www.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 Registered engineer at [gassaferegister.co.uk](https://www.gassaferegister.co.uk). 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
- Breathlessness
- Dizziness
- Collapse
- Nausea
- Loss of consciousness

Please note: Sometimes the symptoms are subtle and hard to notice, but if you suspect carbon monoxide poisoning you should seek advice from a medical professional.

### 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.

## Energy saving advice

### Introduction

This guide contains advice and tips to help you save energy at home. If you'd prefer to speak to us instead about energy efficiency, you can call us on **0330 094 5802**. Lines are open Monday to Friday, 8am to 6:30pm, and Saturday, 9am to 4pm. .

### Home appliances

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

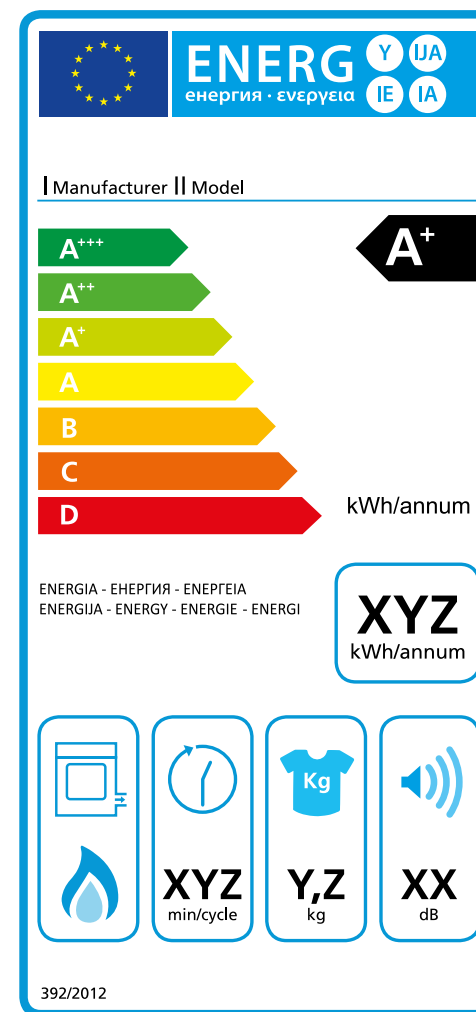
Look out for these EU Energy labels, which appear on most white goods and other products. EU Energy labels explain how energy efficient a product is. The most efficient products are the 'A' rated appliances and the 'G' rated appliances are the least efficient. You can use these letter ratings to compare the efficiency of the products that you buy. The more efficient the product, the more money you'll save.

These labels also contain information specifically about the type of product. For example, washing machine labels include information about load capacity and noise levels.

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.

**energy  
saving  
trust**

## Example of an EU energy label



### 1. Energy efficiency rating

A+++ is the most efficient, and G is the least efficient, based on the product's energy consumption.

### 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.

Cavity wall insulation fills the gap between the two external walls, so it can be highly effective in reducing heat loss from your home. This kind of insulation is suitable for properties constructed from the 1940s, as their external walls are made of two layers with a small gap (the cavity). This insulation is installed by drilling small holes in the mortar between the bricks and pumping in the insulation material, the holes are then filled back in.

Loft insulation works in the same way as cavity insulation, but stops the heat from escaping through the roof instead of the walls. This type of insulation should be installed to a depth of 12 inches or so. It's easy to install as it's just rolled out and laid across the loft floor.

Energy Saving Trust keeps a list of heating control and insulation products (and their manufacturers) which meet UK legislative requirements.

### 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. If you're not wasting energy, you're saving on your energy bills.

Home heating products endorsed by the Energy Saving Trust have to meet recommended product and energy performance criteria. Glazing, boilers, water softeners and Limescale Control Devices (LCD's) can all be endorsed by the Energy Saving Trust.

## Our top tips to help you save energy:



### 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 and remember to keep it covered if you're using an electric kettle. For washing machines, tumble dryers 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.

If your boiler is more than 10 years old, it's likely to be considerably less efficient than more modern boiler models. Replacing an old boiler with a new high efficiency condensing boiler can save you money on your heating bills straight away. A high efficiency condensing boiler will cost less to run, so it'll save you money on your energy bills.

## Save around £340 a year

Replacing a G-rated boiler with an A-rated boiler and full set of heating controls could save around **£340** and **1,500kg of carbon dioxide a year**



Whether you replace your existing boiler or not, it's important that you have your boiler serviced regularly (we recommend a minimum of every two years). It's also important to make sure that this service is only carried out by a registered Gas Safe Registered engineer.

Heating controls give you the power to keep your home heated as you want it. Most homes have a thermostat to control their heating level, so that you can set your preferred temperature (i.e. 20°C). When the room with the thermostat reaches the selected temperature, the thermostat will turn off the hot water supply to the radiators. When the temperature drops below that level, it'll turn it back on again.

Other ways of controlling your home heating levels and your energy bills are:

- Programmers to set when your heating and hot water come on and turn off (so you only have them on when needed).
- Cylinder thermostats on your hot water tank (if you have one) to control the temperature of hot water leaving the tank (so the water is not heated any more than is necessary). A plumber will be able to fit any of these controls for you.



## Further advice

We're committed to helping you save your energy. Across our website we share our knowledge about saving energy to help lower your bills.

You can find further information about energy efficiency at [shellenergy.co.uk/energy/energy-saving](https://shellenergy.co.uk/energy/energy-saving)

You can 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 prepayment meter(s) or IHD becomes faulty there are a few things you can do to identify the issue, visit our website 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 5802**.

As we're your energy supplier, we're responsible for maintaining and repairing your smart prepayment 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.



## Smart meter data guide

A guide to the data sent by your smart prepayment meter(s).

### What information do you collect from my smart prepayment meter(s) and how often?

Your smart prepayment meter is designed to send readings to us automatically using mobile communication technology.

We can collect your readings on a half hourly, daily or monthly basis. To offer you the greatest insight into how your money is spent, we'll receive readings from your smart prepayment meter on a daily basis by default. This will enable us to support you in managing your energy account more effectively. Should you need to contact us about your spending, or your account generally, this information may also help us to identify patterns in your usage. This will help you to better understand and manage your consumption, and help you save money.

You can change your preference by calling us on **0330 094 5802**.

### 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) by calling us on **0330 094 5802**.
- 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 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.

### 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).

## 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 data.

Please leave any user guide, your top-up card(s), and the IHD for the next occupier as they only work with the smart meters in this property.

Visit our help section at [help.shellenergy.co.uk](https://help.shellenergy.co.uk) for information on what you'll need to do. Alternatively, you can contact us on **0330 094 5802** to let us know and arrange for any credit to be refunded. If you don't contact us you may not be able to receive any refund.

## Frequently asked questions

### My top up isn't crediting my meter, what should I do?

If you've topped up and been issued with a receipt, but neither your IHD or your meter is showing the credit on your balance, there may be insufficient signal for your IHD and meter to receive the credit. If you do have this issue, you may need to top up manually using your IHD or the keypad (See page 11 on how to do this) on your meter and wait for the signal to be re-established at a later date.

### I've topped up but my supply hasn't been restored?

First, check your meter is in a positive credit balance using your IHD or meter itself, if you are still in a negative balance you will not be able to reconnect your supply and you may have a debt that still needs to be cleared. See Pages 15 and 16 for details on how to reconnect.

### My top-up isn't showing up on my IHD. What should I do?

If you've topped up, been issued with a receipt, and your IHD is not showing the credit on your balance, check the signal icon in the top left hand corner of the screen. If there is no signal, you may want to move it to a more suitable position nearer your Electricity meter until you have a better signal.

### My manually entered vend code isn't being accepted, what should I do?

If you've entered your vend code but when you press 'Enter' the screen shows an error, you may have:

- Entered the incorrect code or missed off a digit or mistyped a number.
- The code may have already been used. You may be referring to an old receipt or have entered the code again believing it hasn't gone on the first time.
- Check if your top up has already been credited and shows up as a previous vend. If it hasn't, ensure you have the correct vend code and try again.

### 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 5802**.

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.

## 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.ombudsman-services.org](http://www.ombudsman-services.org)

**Energy Saving Trust**  
0800 512 012  
[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

**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](http://shellenergy.co.uk/info/policies)

You can find more information, troubleshooting and advice on smart meters at [help.shellenergy.co.uk](http://help.shellenergy.co.uk)

