

Welcome to smarter energy

A guide to your prepayment meter(s)



Home energy matters





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.



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Your prepayment meter

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



Your electricity and gas meters

Your electricity and/or gas prepayment meter will be installed in place of your current meters. We'll only install prepayment meters where it is safe and practical to do so. This meter will need to be accessible in the event of power loss, and you may need to use the keypad on the meter to reconnect the supply.

This is your electricity meter



This is your gas 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 unit, so you can manage how much energy you're using. We'll install your IHD at the same time as we install your prepayment meters and we'll suggest some suitable locations for where it could be kept. We recommend you keep the IHD plugged in, although the IHD will operate with two AAA batteries (not supplied).

This is your IHD

You have a touchscreen function to manage your energy usage and credit balance quickly and efficiently.



*We're only able to offer an IHD when an electric prepayment meter is installed, and are unable to supply one for gas only installations.

Topping up

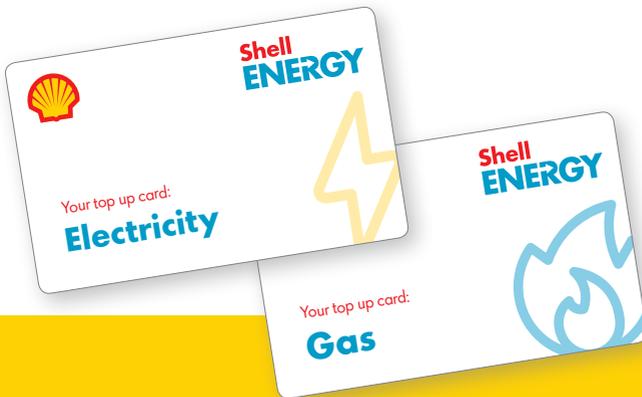
Your top-up cards

Once your prepayment meter has been installed, the engineer will provide you with a prepayment top-up card for your electricity meter and a separate card for your gas meter (if you have had a gas prepayment meter installed). This will enable you to top up your credit.

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, please call us on **0330 094 5802** and we'll provide you with replacements. Please note that we may charge for replacement cards.

When your meters are installed, they will be preloaded with £5 credit. However, we do advise that you top up as soon as possible to make sure your credit does not run out and that everything is working properly.



You can top-up your prepayment meters at any PayPoint outlet. To find your nearest one, look out for the PayPoint logo or visit [paypoint.co.uk/locator](https://www.paypoint.co.uk/locator). If your top-up card doesn't swipe at a PayPoint outlet, you can request the retailer to do it manually for you.

Alternatively, you can call Shell Energy on **0330 094 5802** to top up by credit or debit card over the phone. Lines are open from 8am to 8pm 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 with this number while you wait for replacements:

Electricity Purchase ID



Gas Purchase ID



Once paid for, your transaction will be processed and your top-up will be sent to your meter automatically. Sometimes, poor signal to your meter means that the credit isn't applied automatically, so keep hold of your PayPoint receipt.

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

How much can I top up?



PayPoint

At PayPoint

Min top-up - £5

Max top-up - £49 (per meter)



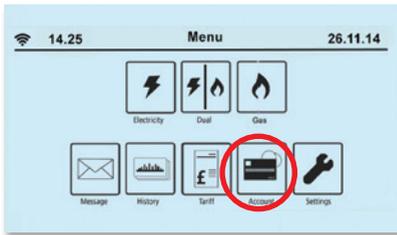
By phone on 0330 094 5802

Min top-up - £5

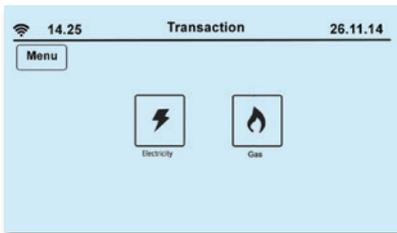
Max top-up - £150 (per meter)

How to top up manually using your IHD

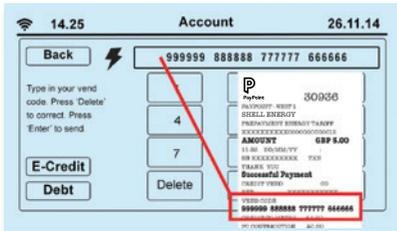
After purchasing your credit at a PayPoint outlet, you'll be issued a receipt with a unique 20, 40 or 60 digit vend code. You'll need to use the vend code to manually enter the payment onto your meter if the automatic top-up fails, so make sure you keep hold of it. It may take up to 45 minutes for the top-up to be processed.



1. From the main menu, select 'Account'



2. Select the appropriate supply required ('Electricity' or 'Gas')



3. Enter the vend code from your receipt and then press 'Enter'



4.

While the top-up is being processed, you'll see this screen



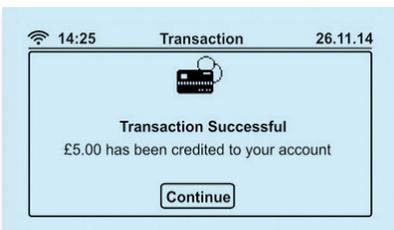
5.

If the top-up is not processed, you'll see one of the two screens on the left

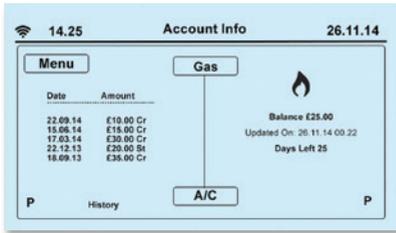


6.

If your top-up has been successful you'll see this

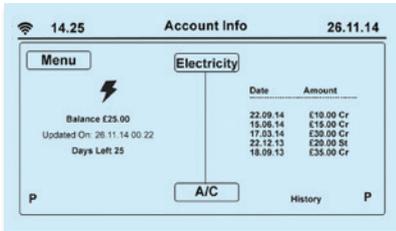


Your historic payments



1.

From the Main Menu, select 'Electricity' or 'Gas'. Your last five gas top ups will be displayed like this



2.

Your last five electricity top ups will be displayed like this

What is emergency credit?

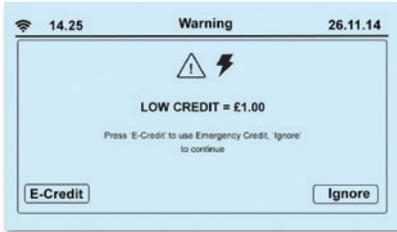
Emergency credit is a function on your prepayment meter that you can use when you're running low on credit and can't top up for a short period of time. Your meters will be preloaded with £10 emergency credit once installed.

Any emergency credit used 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.

Please note: emergency credit is not activated automatically.

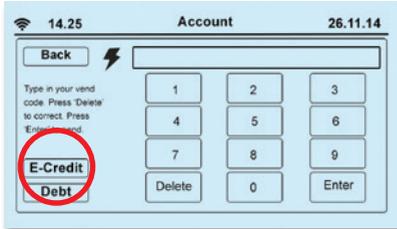
How to activate your emergency credit

If you run low on credit, your IHD will make an alarm to let you know and the LED will flash red. The screen below will be displayed. In order to accept the use of £10 emergency credit, you will need to press 'E-credit'.



If you press 'Ignore', the alarm will stop, leaving enough time for you to put money on your meter.

However, if you don't top up you will be alerted again, giving you another option to select emergency credit. If you keep pressing 'Ignore' without making a payment, your supply will eventually disconnect.



You can also activate emergency credit via the payment screen by pressing 'E-Credit'.

When your emergency credit is running low, your IHD will make an alarm sound and the below screens will show.



If your emergency credit runs out you'll also be prompted to top up by a minimum amount.



Your emergency credit will only be available for activation once your meter falls below £4 credit. By pressing the 'E-credit' button when your meter has between £0 and £4 left, your emergency credit will be used once your credit balance falls to £0.

To check whether emergency credit is being used, go to the default screen via the 'Main menu' then select 'Electricity' and there will be an 'E' in the left hand corner of the screen.

If you have more than £4 credit on your meter you'll not be able to activate emergency credit.

What is friendly credit?

If your credit runs out during the week after 8pm*, the supply will NOT disconnect until 9am* the following day. During this time, the credit 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 Friday

If credit runs out after 8pm the supply will **not** disconnect until 9am the next day.

After 8pm on Friday

If credit runs out after 8pm on Friday the supply will **not** disconnect until 9am the next working day.

* This may be subject to change

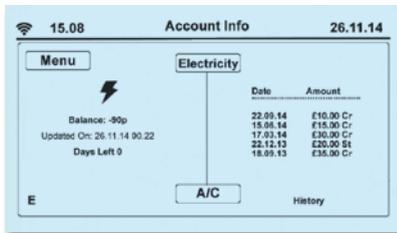
When is emergency or friendly credit available?

Day / time	Emergency credit available	Friendly credit available
Mon - Fri 9am - 8pm	Yes	No
Mon - Fri 8pm* - 9am*	Yes	Yes
Sat - Sun & Bank Hols	Yes	Yes

* This may be subject to change

How to check if you're in emergency credit or friendly credit mode

If you're in emergency credit mode, an 'E' will show on the default screen. If you're in friendly credit mode, an 'F' will show. When this screen shows a 'P' it means the meter is in normal prepayment mode with a positive credit balance.



To find out how much you need to repay to get back into credit, you can check the screen to the left. If you owe anything, it will appear on your balance as a negative figure.

How do I repay any emergency or friendly credit used?

You must repay any emergency or friendly credit used plus have at least £1 of positive credit, in order to return to normal prepayment mode and/or restore your power. For example, if you have run out of credit and used all your £10 emergency credit, you'll need to make a payment of £11. This will replenish your £10 emergency credit and provide you with £1 positive credit. This will give you the opportunity to reconnect your supply if required, and will reset the emergency credit facility.

If you have used any friendly credit during the period where you used all your emergency credit, this will need to be repaid as well. For example, if you have used all your emergency credit at 9pm on a weekday and utilised £2 of friendly credit throughout the evening until 9am on Monday you would then need to make a payment of £13.

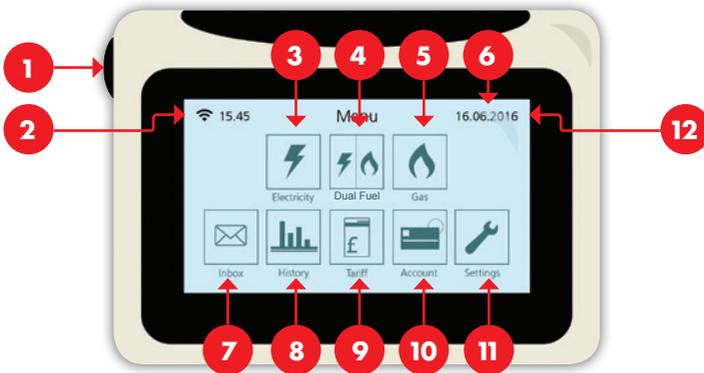
This will repay the £2 friendly credit used, replenish the £10 emergency credit and provide you with £1 positive credit. Again, this will give you the opportunity to reconnect your supply if required and will reset the emergency credit facility.

If you are repaying debt through your meter, it will continue to deduct this debt from your credit balance at a time in the day whether the meter is in a positive or negative balance. This includes when you are using Emergency and Friendly Credit.

Using your IHD

Main menu

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

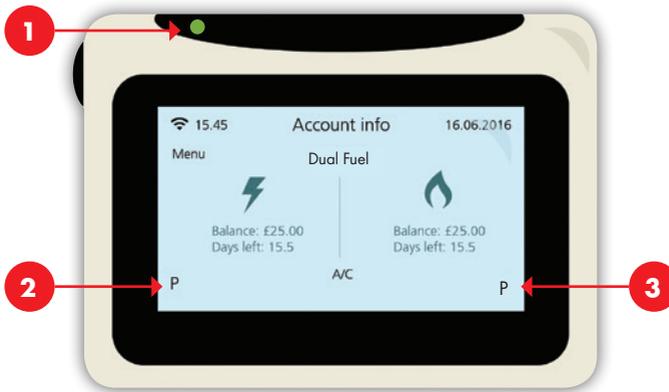


- | | |
|---|--|
| <ul style="list-style-type: none"> 1. On/off button 2. Signal 3. Electricity - view your balance and remaining supply 4. Dual fuel balance 5. Gas - view your balance and remaining supply 6. Date 7. Message inbox | <ul style="list-style-type: none"> 8. History - view and compare 9. Tariff - view your tariff rates 10. Account - enter manual top up, view and activate emergency credit 11. Settings - adjust aspects of your device 12. Message notifications |
|---|--|

Account information – default screen

Your device will display the below screen as a default screen after 60 seconds or after power down. This shows the status of your account, including your balance and how many days' supply you have remaining.

When your prepayment meter is first installed the remaining supply feature may take around a week to calculate, so please don't expect to see it straight away. It's also an approximate figure and will depend on your individual usage.



1. LED status light

2. Meter mode

3. Meter mode

When on the default screen, the LED lights on the top of the IHD relate to your remaining credit:

Green = no urgent requirement to top up

Orange = running low on credit, you may wish to top up

Red = low credit, top up is now required

The default screen also indicates what mode you're currently in, indicated by the letter in the bottom left and right corners of the screen:

P = prepayment mode, **E** = emergency credit mode, **F** = friendly credit mode, **C** = credit mode.

We recommend you keep your IHD 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).

Usage settings

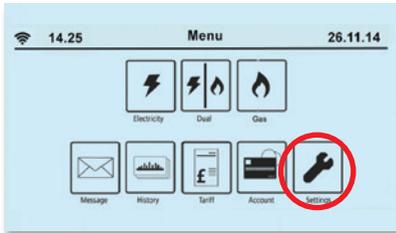
With this feature you'll be able to set targets for your usage using a monetary value, a kWh value or by an 'eco target' value, which you could use to help with budgeting weekly or monthly usage.

Your IHD will also tell you how you're doing against your target by the LEDs on the top of the monitor.

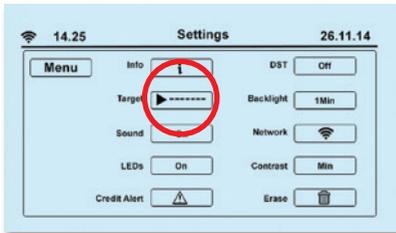
Green = low rate of usage

Orange = medium rate of usage

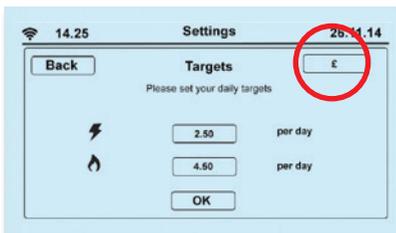
Red = high rate of usage.



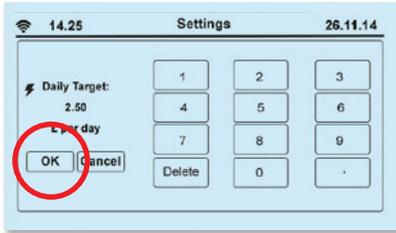
1. From the main menu, select 'Settings'



2. Press the 'Target' button



3. Select how you want to set your target to scroll between £, kWh & CO2kg:



4.

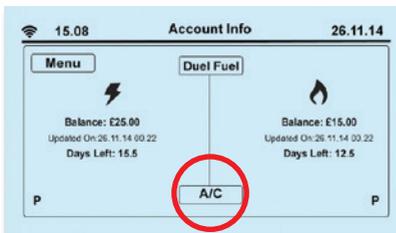
Enter the amount you want to set as your target and then press 'OK'



5.

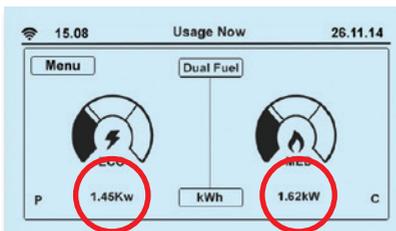
You'll then see a confirmation screen. Press 'Confirm' if you're happy with this target, or 'Edit' to change it

Once you've set a usage target you can monitor it in several ways.



1.

From the default screen, press the A/C button (bottom centre)

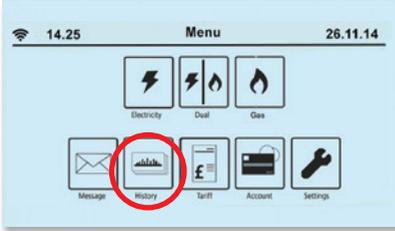


2.

The graph is real time and will increase/decrease depending on your current usage

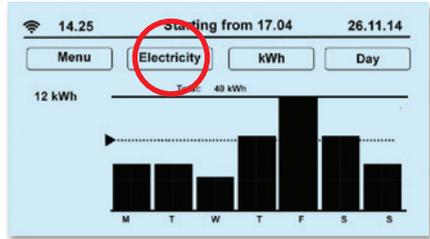
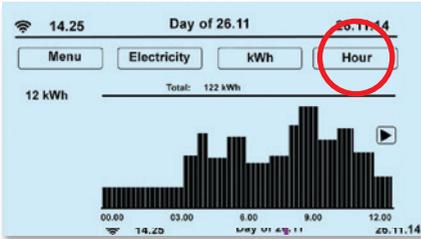
Historic usage

To keep track of how much energy you're using, you can click on the 'History' button from the main menu. Here, there will be a range of graphs displaying your usage over an hour, day, week or month.



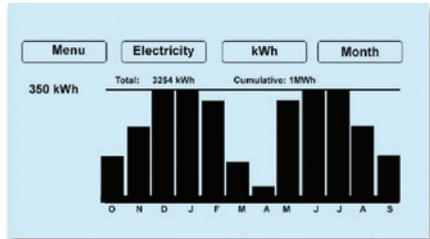
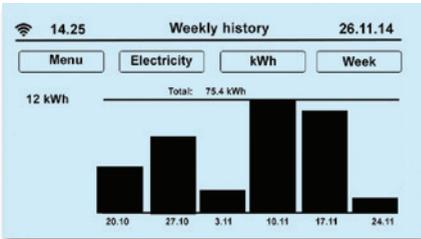
You can also change between 'kWh' and '£' and 'Co2' by clicking on the button. (see images below)

Your usage screens



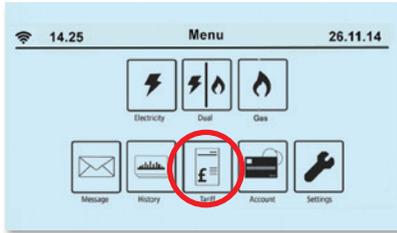
You can press the button at the top right hand corner of the screen to scroll between hourly, daily, weekly and monthly usage data.

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



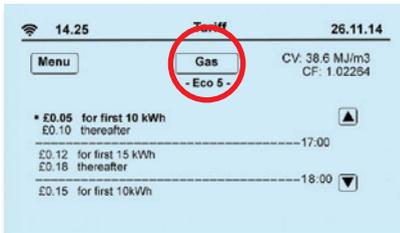
To set a usage target, see page 16 for details.

Tariff information



1.

From the main menu press the 'Tariff' button

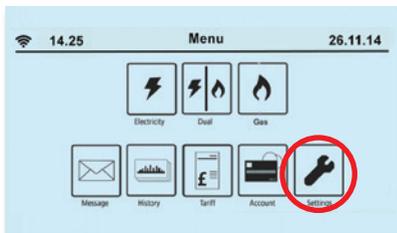


2.

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

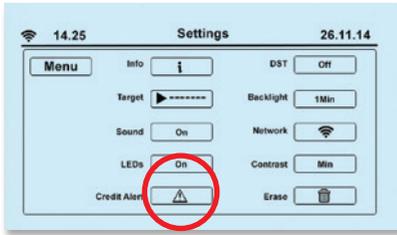
Low credit warnings – setting your own

When you only have £4 of positive credit remaining on your meter, an alarm will sound on your IHD, and will give you the option to select emergency credit. However, you can also set your own low credit alert instead.



1.

From the main menu select 'Settings'



2. Press the 'Credit Alert' button

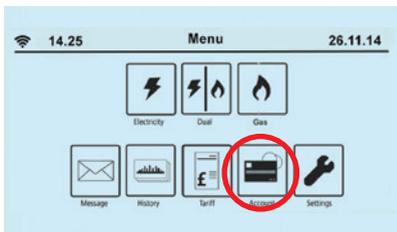


3. Select the alert amount required and press 'OK'

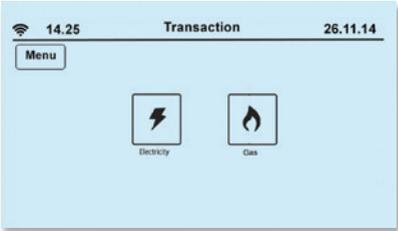
Make sure you don't set your 'low credit alert' lower than £1 as this may not leave you enough time to top up.

Your debt account information

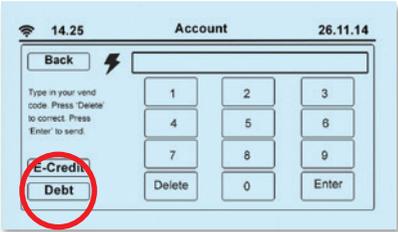
Your prepayment meter has the ability to repay any debt that may be owed on your account with Shell Energy. Should you have any outstanding debt on your account, you'll receive correspondence from Shell Energy's Customer Payments Team on how this debt will be managed. If you have any debt loaded onto your prepayment meters, you can access your debt information using the following:



1. From the main menu select 'Account' button



2. Select which supply - 'Gas' or 'Electricity'



3. Press the 'Debt' button

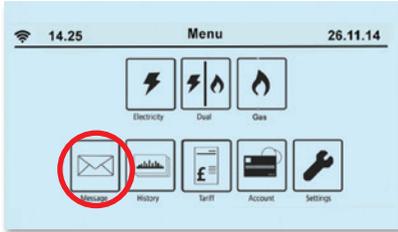


4. You'll then see any outstanding debt and the recovery rates set



Your messages

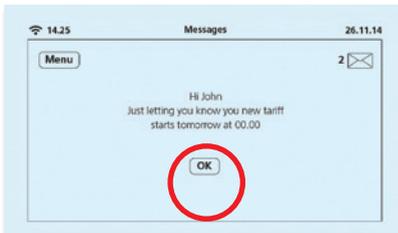
The IHD includes a message function so you can receive our updates and notifications instantly. The messages, which can be anything from an alteration to your tariff charges or top-up card, will appear here.



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.

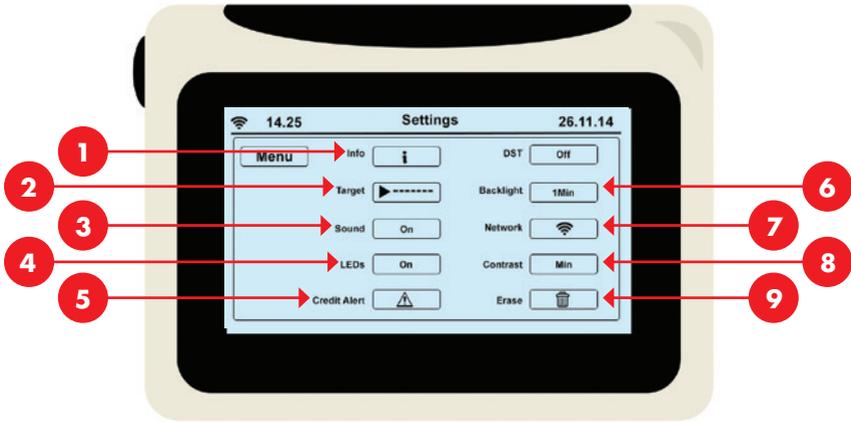


3. If a notification comes through that's vital, it needs to be acknowledged. Click the OK button to close it.

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

Settings

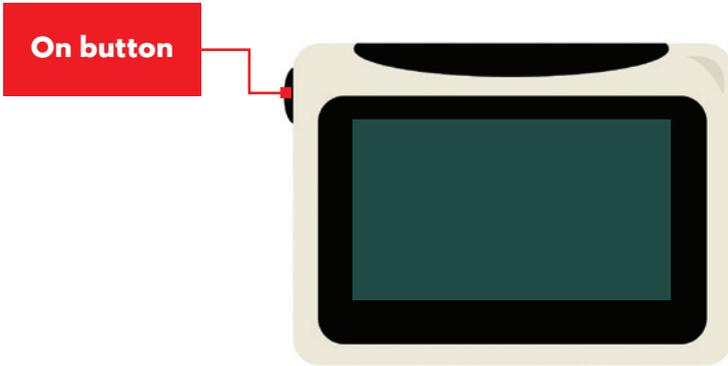
Using your 'Settings' button you can change your IHD's features, including sounds, alerts and the way you budget.



1. Under 'Info' you can view your meter serial numbers, IHD serial number and your electricity MPAN and gas MPRN supply point numbers.
2. For Targets see page 16.
3. The Sound can only be switched on/off.
4. The LEDs can only be switched on/off.
5. Credit alert - click here to set a low credit alert. See page 19 for more information.
6. Use 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 would cost you approximately 20p a year if it was on all the time).
7. Network - you cannot alter this.
8. Contrast can be pressed to lighten or darken the screen.
9. Erase - you cannot alter this.

Loss of supply, in the event of power loss

The IHD can run on two AAA batteries but it will 'power down' after one minute to preserve the battery life. To get the screen back, press the 'ON' button.



Electricity – how to restore supply

If you run out of credit and lose supply you'll need to top up so that you're in credit by at least £1. It'll require someone to be at the property to switch the electricity back on.

To restore supply using your electricity meter, press button 'A' to wake the meter up. Then press 'A' again to activate followed by 'B' to confirm. Your electricity will come back on (see image on the right).

You can also restore your electricity supply using your IHD. Once you've topped up, switch it on using the power 'ON' button. Press the 'Restore' button to reconnect your electricity supply. Make sure you have working AAA batteries.



Gas - how to restore supply

If you run out of credit and lose supply you will need to top up so that you are in credit by at least £1. It will require someone (such as yourself or a responsible family member) to be at the property to switch the gas back on. Please ensure that you turn off your boiler and all other gas appliances in the property before trying to restore your gas supply.

Whether your in-home display device is on or not, you must turn your gas supply back on using the gas meters keypad due to a built in safety feature. To restore the gas supply, press button 'A' to wake the meter up, press button 'A' again to activate supply connection followed by button 'B' to confirm.

Once supply at the meter has been restored, wait for 30 seconds before then turning your boiler back on.

Sometimes, because the gas meter has been off it'll be asleep, so your top up won't register. In this case when you press 'A' it'll go to vend mode instead. In order to get your gas back on, enter your 20, 40 or 60 digit vend code and send by pressing 'B'. Then press 'A' to connect the gas meter supply followed by the 'B' button to confirm.



Using the keypads on your gas or electricity meter

How to manually enter top-ups

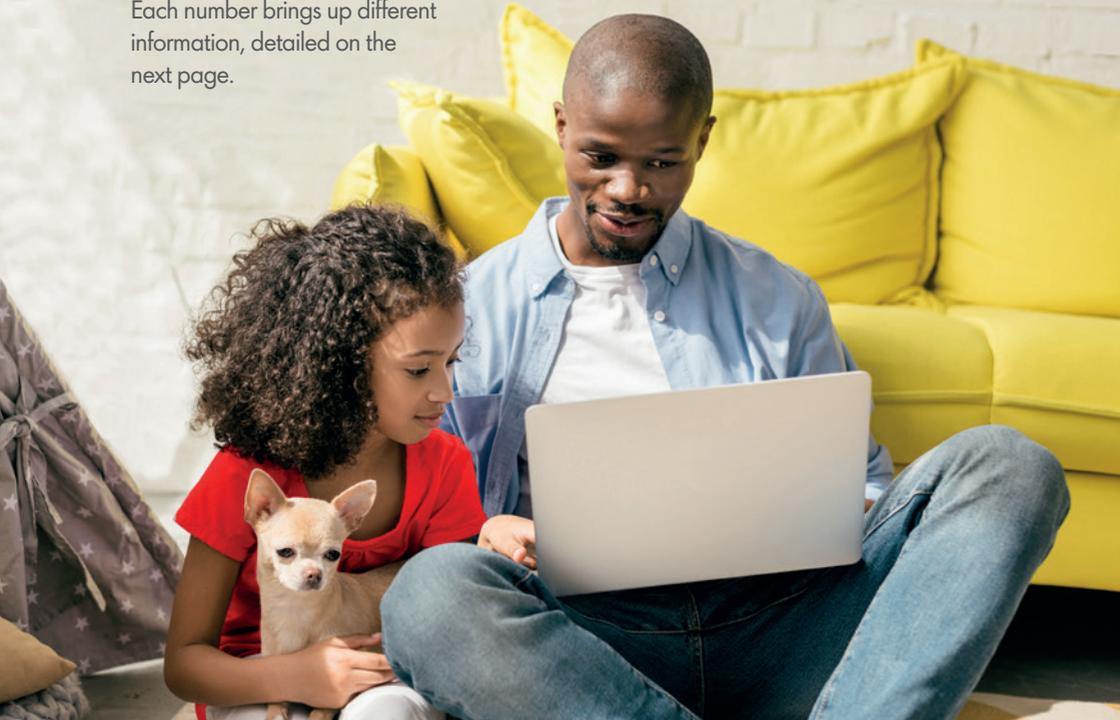
You can use your meter keypad to top up manually if you can't use your IHD or your meter has lost connection.

Press 'A' on the keypad and the display should show 'vend mode'. Enter the 20, 40 or 60 digit code from your receipt and press 'B' to confirm. If you've entered an incorrect digit you can press the 'A' button to delete the last digit.

You can use your IHD device to monitor and top up your electricity or gas, but sometimes you may need to use the meter keypads. Your meter will always be connected to power, unless there is a grid power cut.

To activate the meter's screen simply press any button on the meter's keypad and the screen will light up. You can access the same data here as on your IHD, so if you have any issues with your device you can use the meter to retrieve the same information.

Information will scroll here on the gas or electricity meter screen. Each number brings up different information, detailed on the next page.



Electricity meter keypad

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

Press 1 daily energy cost

x1	Cost of energy used so far today
x2	Cost of energy used yesterday

Press 2 weekly energy cost

x1	Cost of energy used so far this week
x2	Cost of energy used last week

Press 3 monthly energy cost

x1	Cost of energy used so far this month
x2	Cost of energy used last month

Press 4 monthly kWh

x1	kWh usage last month
x2	kWh usage 2 months ago
x3	kWh usage 3 months ago
.....	Continue pressing up to 12 months

Press 5 debt information

x1	Debt 1 information
x2	Debt 2 information
x3	Debt 3 information
x4	Accumulated debt

Press 6 tariff data

x1	Tariff
x2	Standing charge
x3	Tariff rate 1
x4	Tariff rate 2 *if applicable

*Only applies to customers with a two rate meter

Press 7 emergency credit/debt

x1	Emergency credit status
x2	Amount to repay

Press 8 friendly credit status

x1	Friendly credit status
-----------	------------------------

Press 9 import/export data

x1	Import kWh (Meter read)
x2	Export kWh
x3	Import KVARH
x4	Export KVARH

You can manually enter an electricity vend code by pressing the 'A' button. When in vend mode, the 'A' button can also be used to delete a number and the 'B' button will send the code.

The 'B' button will show you your electricity account balance. You must wait for at least 10 seconds after pressing any other button before you press this in order to retrieve this information.

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 energy cost

x1	Cost of energy used so far today
x2	Cost of energy used yesterday

Press 2 weekly energy cost

x1	Cost of energy used so far this week
x2	Cost of energy used last week

Press 3 monthly energy cost

x1	Cost of energy used so far this month
x2	Cost of energy used last month

Press 4 monthly kWh

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

Press 5 debt information

x1	Debt 1 information
x2	Debt 2 information
x3	Debt 3 information
x4	Accumulated debt

Press 6 tariff data

x1	Tariff
x2	Standing charge
x3	Tariff rate 1
x4	Tariff rate 2

Press 7 emergency credit/debt

x1	Emergency credit status
x2	Amount to repay

Press 8 friendly credit status

x1	Friendly credit status
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Press 9 import/export data

x1	Volume (meter read)
x2	Import kWh

You can manually enter a gas vend code by pressing the 'A' button. When in vend mode, the 'A' button can also be used to delete a number and the 'B' button will send the code.

The 'B' button will show you your gas account balance. You must wait for at least ten seconds after pressing any other button before you press this in order to retrieve this information.

Gas safety: carbon monoxide poisoning

You can't see or smell carbon monoxide, but it's a highly dangerous gas that could be exposed as a result of poorly-maintained gas equipment.

The best way to avoid carbon monoxide poisoning is to make sure your gas appliances are regularly serviced by a Gas Safe Register engineer. You can find one on the Gas Safe Register [gasaferregister.co.uk](https://www.gasaferegister.co.uk)

Look out for the signs



Appliances

Evidence of soot, stains or discolouration near appliances like boilers, gas fires or water heaters.



Gas flames

Gas flames should burn blue. If they look yellow they might need attention.



Blockages

Is your home properly ventilated? Never block air vents and if you have a chimney make sure it is swept regularly.

If you experience headaches, dizziness, nausea and breathlessness, and they improve when you're away from you home, there may be an issue with your appliances. You should get them checked immediately by a Gas Safe Register engineer.



Understand the symptoms

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

Taking action

- Open windows
- Turn off gas appliances
- Leave the building
- Seek medical help immediately

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 for more information and guidance about keeping your home gas safe. In a gas emergency call the National Grid immediately on **0800 111 999** (free of charge and open 24 hours).

Please note:
Sometimes the symptoms aren't noticeable or are subtle, but if you suspect carbon monoxide poisoning you should seek advice from a medical professional.

Lower the risk with regular home inspections from a Gas Safe Register engineer.

The Gas Safe Register website allows you to set up a reminder for your next gas safety check. Go to staygassafe.co.uk and enter your details. When it's time to get your appliances checked again, you'll receive an email or text.

Did you know?



Energy saving advice

Introduction

This document is about saving your energy by making your home energy efficient. If you'd prefer to call us about this, our free number is **0800 0115 965**.

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.

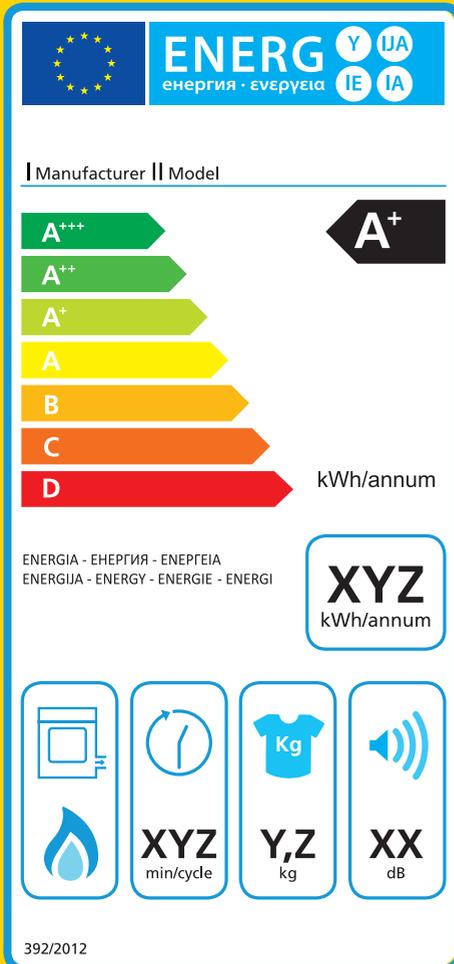
These labels also contain information specifically about the type of product. For example, washing machine labels include information about load capacity and noise levels.

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.

Look out for the logo:



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. 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. 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. Look out for this logo when you choose your next home heating product.



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 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.

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 Register 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 a downloadable document with advice about energy efficiency, at shellenergy.co.uk/info/policies/energy/saving-advice.

You can find answers to our frequently asked questions about smart meters in the Help section of our website, at help.shellenergy.co.uk.

If your smart prepayment meters 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 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'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.

What information do you collect from my smart prepayment meter 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 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, however, change your preference to monthly 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 (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.

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

Useful links:

- A data guide is available from the Energy UK website at 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.
- 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.

Moving home

If you're planning to move house, visit our help section at 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.

Please leave this booklet and your top-up card(s) for the next occupier.



Frequently asked questions

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, but your gas and/or electricity meter is, the signal icon in the top left hand corner may have a strike through it. This means you don't have signal and you should move it until you can find signal.

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, or 'WAN' (Wide Area Network issue), for your IHD and meter to receive the credit. If you do have this issue, you'll need to continue topping up your meter manually using the keypad on the meter itself and wait for the signal to be re-established.

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

If you've topped up but the power hasn't come back on and your balance is not in credit you most likely have debt. You should check your balance by pressing the 'Electricity' or 'Gas' box on the 'Main Menu' screen. In order for power to be restored you must be in credit by at least £1. It is possible there may be a power cut in your area.

Your electricity meter will always light up when pressing any keypad button, if the display does not light up you are most likely experiencing a grid power cut. If this is the case there is nothing you can do, power is usually restored quickly by the electricity grid. It could be that you haven't confirmed the IHD 'Restore Power' screen. When you top up after your supply has gone off it won't automatically come back on; it requires someone to be in the property to switch the gas and/or electricity back on. If this is the case, you can restore your power via the IHD or the electricity meter itself. To restore it via your IHD, ensure it has working AAA batteries inside and switch it on (see page 14). You cannot restore your gas via the IHD once it has been switched off. Instead you will need to restore the gas via the gas meter keypad.

I've topped up my gas meter but it hasn't come back on

If you've lost supply to your gas meter and have topped up to get it back on, you've pressed 'A' on the gas meter keypad to restore the supply but instead of asking you to 'Restore Power', it's gone into vend mode and the supply cannot be restored. If the gas meter has been off it's gone into sleep mode and may take a while to pick up a signal again. This means that your top-up may not yet have registered on the gas meter. Check your IHD. If you've topped up this should show on your gas balance. In order to get the top up to register on your gas meter press 'A', and it'll go to vend mode. In order to get your gas back on, enter your 20, 40 or 60 digit vend code and send by pressing 'B'. Then press 'A' to connect the gas meter again and 'B' to restore your supply.

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

If you've entered your 20, 40 or 60 digit 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 credited and shows up as a previous vend. If it hasn't, ensure you have the correct vend code and try again.

Useful contacts

Age UK England

0800 055 6112

www.ageuk.org.uk

Age UK Scotland

0800 124 4222

www.ageuk.org.uk/scotland

Age UK Wales

0800 022 3444

www.ageuk.org.uk/cymru

Citizens Advice

03454 040 506

www.citizensadvice.org.uk/energy

Energy Ombudsman

0330 440 1624

www.energyombudsman.org.uk

Energy Saving Trust

0800 512 012

www.energysavingtrust.org.uk

Disabled Living Foundation

0300 999 0004

www.dlf.org.uk

Step Change Debt Charity

0800 138 1111

www.stepchange.org

National Debtline

0808 808 4000

www.nationaldebtline.co.uk

Payplan

0800 280 2816

www.payplan.com

Useful links and information

You can find a downloadable document with advice about energy efficiency, at 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