A guide to your Smart Credit Meter
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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 www.firstutility.com/smicop.
Your Smart Credit Meter

This booklet is a step-by-step guide to using your newly installed Smart Meter(s) and in-home display unit (IHD). With these devices you can monitor your daily usage and take control of your energy spend, to save even more energy and money with us.

Download the First Utility app and use our ‘My Energy’ feature

Your electricity and gas meters

Before we replace your current meter(s) with your Smart Meter(s) we’ll always make sure it’s safe to do so.

This property is fitted with a credit meter for:

- Gas
- Electricity

Your in-home display unit (IHD)

We’ll install your in-home display unit (IHD) at the same time as we install your Smart Meter(s) so you can start using both straight away. We’ll make sure that you can access your IHD easily by suggesting suitable locations for fitting or installation.

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

Using your in-home display unit

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

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

- Dual fuel tariff
- Gas - view your tariff details
- Settings - adjust aspect of your device
- Account information
- History - view and compare
- Tariff - view your tariff rates
- Message inbox

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

Account information – default screen

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

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

Setting targets for your energy usage

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’. This will help you to budget your weekly or monthly usage.

Follow these instructions to set your target:

1. From the main menu, select ‘Settings’
2. Choose the ‘Target’ button
3. Select how you want to set your target by pressing the ‘£’, ‘kWh’ or ‘CO2kg’ (gas).
4. Enter your target amount and press ‘OK’.
5. Select ‘Confirm’ if you’re happy with this target, or ‘Edit’ to change it.
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’. This will help you to budget your weekly or monthly usage.

Your IHD will also advise you of how you are 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. Choose the ‘Target’ button

3. Select how you want to set your target by pressing the ‘£’, ‘kWh’ or ‘CO2kg’ (gas)

4. Enter your target amount and press ‘OK’

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

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

1. From the default screen below, press the ‘A/C’ button

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

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

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

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

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

Note: To set a usage target see page 7 for details.

Your tariff information

From the main menu press the ‘Tariff’ button

To switch between gas and electricity, press the ‘Gas’ or ‘Electricity’ button.
Your messages will be displayed as a list with unread appearing at the top.

If a notification comes through that is vital, it will need to be acknowledged, meaning you must click the OK button to close the notification.

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

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

**Settings**

Using your ‘Settings’ button you can change the features on your in-home display unit, including sounds, alerts and the way you budget.
Using the keypads on your gas or electricity meter

To activate the meter screen simply press any button on the keypad and the screen will light up. You can access the same data here as on your in-home display device, 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 below.

**Electricity meter keypad**

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

**Press 1 daily 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 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 CO2Kg data**

<table>
<thead>
<tr>
<th>x1</th>
<th>CO2Kg current rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>x2</td>
<td>CO2Kg rate per hour</td>
</tr>
<tr>
<td>x3</td>
<td>CO2Kg today</td>
</tr>
<tr>
<td>x4</td>
<td>CO2Kg yesterday</td>
</tr>
<tr>
<td>x5</td>
<td>CO2Kg last week</td>
</tr>
<tr>
<td>x6</td>
<td>CO2Kg last month</td>
</tr>
</tbody>
</table>

**Press 6 tariff data**

<table>
<thead>
<tr>
<th>x1</th>
<th>Tariff</th>
</tr>
</thead>
<tbody>
<tr>
<td>x2</td>
<td>Standing Charge</td>
</tr>
<tr>
<td>x3</td>
<td>Tariff Rate 1</td>
</tr>
<tr>
<td>x4</td>
<td>Tariff Rate 2</td>
</tr>
</tbody>
</table>

**Press 9 import/export data**

<table>
<thead>
<tr>
<th>x1</th>
<th>Import kWh (Meter Read)</th>
</tr>
</thead>
<tbody>
<tr>
<td>x2</td>
<td>Export kWh</td>
</tr>
<tr>
<td>x3</td>
<td>Import KVARH</td>
</tr>
<tr>
<td>x4</td>
<td>Export KVARH</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>x1</th>
<th>Cost of energy used so far today</th>
</tr>
</thead>
<tbody>
<tr>
<td>x2</td>
<td>Cost of energy used yesterday</td>
</tr>
</tbody>
</table>

**Press 2 weekly energy cost**

<table>
<thead>
<tr>
<th>x1</th>
<th>Cost of energy used so far this week</th>
</tr>
</thead>
<tbody>
<tr>
<td>x2</td>
<td>Cost of energy used last week</td>
</tr>
</tbody>
</table>
### Press 3 monthly cost

<table>
<thead>
<tr>
<th>Press</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x1</td>
<td>Cost of energy used so far this month</td>
</tr>
<tr>
<td>x2</td>
<td>Cost of energy used last month</td>
</tr>
</tbody>
</table>

### Press 4 monthly kWh

<table>
<thead>
<tr>
<th>Press</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x1</td>
<td>kWh usage last month</td>
</tr>
<tr>
<td>x2</td>
<td>kWh usage 2 months ago</td>
</tr>
<tr>
<td>x3</td>
<td>kWh usage 3 months ago</td>
</tr>
<tr>
<td>x4</td>
<td>Continue pressing up to 12 months</td>
</tr>
</tbody>
</table>

### Press 5 CO2Kg data

<table>
<thead>
<tr>
<th>Press</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x1</td>
<td>CO2Kg current rate</td>
</tr>
<tr>
<td>x2</td>
<td>CO2Kg rate per hour</td>
</tr>
<tr>
<td>x3</td>
<td>CO2Kg today</td>
</tr>
<tr>
<td>x4</td>
<td>CO2Kg yesterday</td>
</tr>
<tr>
<td>x5</td>
<td>CO2Kg last week</td>
</tr>
<tr>
<td>x6</td>
<td>CO2Kg last month</td>
</tr>
</tbody>
</table>

### Press 6 tariff data

<table>
<thead>
<tr>
<th>Press</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x1</td>
<td>kWh usage last month</td>
</tr>
<tr>
<td>x2</td>
<td>kWh usage 2 months ago</td>
</tr>
<tr>
<td>x3</td>
<td>kWh usage 3 months ago</td>
</tr>
<tr>
<td>x4</td>
<td>Continue pressing up to 12 months</td>
</tr>
</tbody>
</table>

### Ignore 7 and 8

- For prepayment customers only

### Press 9 import/export data

<table>
<thead>
<tr>
<th>Press</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x1</td>
<td>Gas volume</td>
</tr>
<tr>
<td>x2</td>
<td>Import kWh</td>
</tr>
</tbody>
</table>
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, they 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” 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:
**Insulation**
If your house isn’t properly insulated it will 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.

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**Our top tips to help you save energy:**

1. **Don’t leave the TV on standby!**
   This also applies to your DVD 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.

2. **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.

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

4. **Tame your heating and save 10%**
   Is your heating on too high? 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.

5. **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 ten 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.

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 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.

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.

**Save £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.

**Smart meters:**
We’ve committed to roll out Smart Meters to all our customers before 2020. Smart Meters are ‘smarter’ than digital and mechanical meters because, usually, you don’t need to take manual meter readings. A Smart Meter takes your readings automatically and sends them back to us via mobile communication technology such as SMS and GPRS. These readings are then used to produce a more accurate bill so that you only pay for the energy you use.

Your Smart Meter is also connected to our online energy management tool, My Energy, which you can find in your online account. You can use this for personalised energy saving advice, such as a straightforward energy usage graph, a breakdown of your weekly energy usage and comparison with similar properties in your area.

Smart Meters are paving the way for a more energy efficient future. They make it easier for you to identify when you’re using a lot of energy so you can take control and find ways to reduce it.

If we’ve already installed a Smart Meter at your property, we would have demonstrated how to use it and provided you with written instructions for future reference. These instructions include all the information you need to make the most of your Smart Meter and in-home display unit, so you can start saving even more energy, and money, with us.
Smart Meter data guide

A guide to the data sent by your Smart Meter.

What information do you collect from my Smart Meter, and how often?

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

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

You can change your preference to half hourly or monthly at www.first-utility.com/myaccount/properties, or by calling 01926 320 700.

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.

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 www.first-utility.com/myaccount/properties) or by calling 01926 320 700.
- 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 www.first-utility.com/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, and;
- 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:

- Read our privacy policy for more information about the security of your data (at www.first-utility.com/privacy).
- You can find out more about the personal information we hold for you in our terms and conditions (at www.first-utility.com/domestic-terms-and-conditions).

Moving home

For information about what to do when you’re moving home, we have a help video and FAQ on our website, just search ‘moving out’.

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

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.

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 www.first-utility.com/about-us/service/our-policies. 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 your energy with ‘My Energy’ features - giving you the power to save and save again.

You can find answers to our frequently asked questions about Smart Meters in the Help section of our website, at www.first-utility.com/help.

If your Smart Meter or in-home display unit becomes faulty there are a few things you can do to identify the issue, visit www.first-utility.com/help/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 01926 320 700.

As we’re your energy supplier, we are responsible for maintaining and repairing your Smart Meter if it’s ever identified as faulty. If it was identified as faulty, we’d send an engineer 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:
207221 Pentonville Road London
N1 9UZ
Telephone: 0800 169 8787
Email: contact@ageuk.org.uk
Website: www.ageuk.org.uk

Age UK Scotland
Call Silver Line Scotland
Telephone: 0800 4 70 80 90
Website: www.ageuk.org.uk/scotland

Age UK Wales
Ty John Pathy
13/14 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ
Telephone: 08000 223 444
Website: www.ageuk.org.uk/cymru

Energy Ombudsman
PO Box 966 Warrington
WA4 9DF
Tel. 0330 440 1624 or 01925 530 263
TextPhone: 18001 0845 0511 513 or 018001 01925 430 886
Email: enquiries@energyombudsman.org.uk
Website: www.energyombudsman.org.uk

National Debttine
Telephone: 0808 808 4000
Website: www.nationaldebtline.co.uk

Energy Saving Trust
Telephone: 0800 512 012
Website: www.energysavingtrust.org.uk
England:
21 Dartmouth Street London
SW1H 9BP
Scotland:
2nd Floor Ocean Point 1 94 Ocean Drive Edinburgh
EH6 6JH
Wales:
1 Caspian Point Caspian Way Cardiff Bay Cardiff
CF10 4DQ

Citizens Advice
Post Point 24, Town Hall, Walliscote Grove Road, Weston super Mare, North Somerset, BS23 1UJ
Website: www.citizensadvice.org.uk/energy
Citizens Advice consumer service: 03454 04 05 06

The Disabled Living Foundation
Disabled Living Foundation Ground Floor Landmark House Hammersmith Bridge Road
London, W6 9EJ
Telephone: 0300 999 0004
Email: info@dlf.org.uk
Website: www.dlf.org.uk

Step Change Debt Charity
Wade House, Merrion Centre, Leeds, LS2 8NG
Freephone: 0800 138 1111
Website: www.stepchange.org

Payplan
Payplan, Kempton House Dysart Road, PO Box 9562 Grantham, Lincolnshire, NG31 7LE
Freephone: 0800 280 2816 | Telephone: 0207 760 8980 | Website: www.payplan.com