

# Your PAYG In-Home Display

User Guide



SCOTTISHPOWER

## Your Smart PAYG In-Home Display (IHD)

Now that your smart PAYG meter(s) are up & running, you can start enjoying the ease of topping up on the go via the ScottishPower App & the peace of mind of low balance alerts on your In-Home display unit. ScottishPower will be able to receive remote readings from your meter, so no need to have a meter reader coming to your property. This isn't just convenient for you it also gives us an accurate account of your energy use, so no more estimated statements.

This user guide explains everything you need to know about using your In-Home display, and we've answered some frequently asked questions for you too. Your welcome pack should also contain user guides for your new PAYG meter(s), however don't worry if you still have questions about your new meter, all our contact details are on the back cover of this leaflet.



## Operating your In-Home Display

Your In-Home Display is easy to use. Don't be afraid to try it out to really get to know it. Just use the touch buttons to control it and find out how and when you're using energy in your home.

- 1** **Wireless Signal Strength** - The signal strength between your In-Home Display and your Smart Meter
- 2** **Battery Indicator** - Battery level and charging status
- 3** **Time** - Current time in 24hr format



# Getting started

## Get started with your In-Home Display

Like all wireless devices, the In-Home display can sometimes experience low signal or lose signal completely with your smart meters, so make sure you keep it in a place where it'll maintain signal.

The internal battery allows you to carry the display around the house to see the effects of turning appliances on and off. The battery lasts approx. 1 hour before it needs to be reconnected to the power source, however we recommend that you leave it plugged in so that it doesn't lose power.

To switch on your In-Home display, press the button on the reverse. To switch it off press and hold for 10 seconds. If it does lose power when running off the battery then plug it back in and simply press on the button on the back of the display. It will take a few minutes for the In-Home display to catch up with your energy history.

- 4 **Energy Usage Dial** - See your energy use at a glance: low (green), medium (orange) or high (red).
- 5 **Fuel Type** - Shows your fuel type currently being displayed - electricity, gas or both. The flame symbol is for gas and the lightning symbol is for electricity.
- 6 **Budget Indicator** - The Budget Line indicates your personally set budget (see more in "Setting a Budget")
- 7 **Numeric Display** - See your energy usage costs in numbers
- 8 **Text Display** - Displays text feedback, messages and prompts
- 9 **Electricity Now Lights** - See your electricity use right now as low (green), medium (orange) or high (red)
- 10 **On/Off Button** - On the back of the display
- 11 **Home** - Go to the home screen
- 12 **Now** - See the electricity you are using right now
- 13 **Fuel** - Select gas or electricity and see your energy use by fuel type, or the combined total
- 14 **Calender** - You can choose to see your energy used SO FAR TODAY, THIS WEEK, THIS MONTH or THIS YEAR. Use the left arrow to go back through your usage history
- 15 **Menu/OK** - Press MENU/OK to access the settings such as budget, language, screen brightness. Pressing Menu/OK also selects an option
- 16 **Arrows** - Use the left and right arrows to scroll through the options. Press Menu/OK again to select an option.

## Switching between electricity and gas information

Press 1 to select gas or electricity and see your energy use by fuel type, or the combined total.



### Getting Help

Your In-Home Display has an in-built tutorial to show you how it works. Press Menu/OK, then uses the right arrow to go to "Tutorial" and press Menu/OK.

## Topping Up using your Unique Transactional Reference Number (UTRN)

In some instances you may need to top up your meter manually. You can now do this by entering your 20 digit Unique Transactional reference number (UTRN) into your In-Home display. You will find this number on the app or top up receipt.

Topping up using your UTRN on your In-Home display. Ensure your IHD screen is on the desired fuel you want to top up.

- 1- Press OK/MENU button
- 2- Using the right arrow navigate to the 'APPLY TOP UP OPTION'
- 3- Press OK
- 4- To start entering the digits of the UTRN use the right arrow to cycle through to your desired digit. Pressing OK will lock in your digit and move you onto the next number entry
- 5- If you make an error you can go back by using the left arrow
- 6- Once you have entered all 20 digits press OK, check the numbers entered are correct
- 7- Press to OK to submit your UTRN, a message will appear 'TOP UP SENT'
- 8- The message envelope icon will appear on the front screen and a rotating "NEW MESSAGE" alert will appear at the bottom of your IHD screen
- 9- To view the message press OK/MENU
- 10- Using the right arrow navigate to the message screen, Select OK
- 11- 1 of 3 messages will appear Top UP Rejected / Top UP Duplicate/ Top UP Success. If your top up is rejected please re-enter ensuring all digits are accurate. If your top up continues to be rejected please contact us
- 12- Press OK to choose to delete message press OK will give you option to delete or save message
- 13- If successful your meter balance should now reflect your top up



## Accessing Emergency Credit for Gas and Electricity via your In-Home Display

When your meter balance falls below £1 you will be able to access the emergency credit. When the LOW CREDIT WARNING is displayed you will see an additional message 'Emergency Credit Available'

- 1- Press OK
- 2- "Select Emergency Credit" message will appear
- 3- To Activate press OK

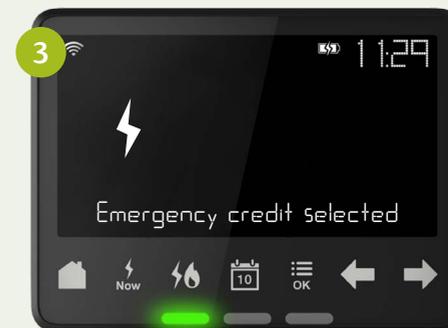


## Re-enabling your supply (Electricity only) via your In-Home display your IHD will show 'Electricity Supply Disconnected'

- 1- Press OK
- 2- Select Emergency Credit Press OK
- 3- "Emergency Credit Selected" will appear
- 4- Go back to the main menu
- 5- Activate Supply Press OK
- 6- Enable Electricity Supply Yes/NO Press OK
- 7- Your supply will now be re-connected and emergency credit will be activated

Once you have activated your emergency credit or made a top up your supply will become armed, in order to enable your supply you can do this via the meter or IHD.

Please note that your gas supply will have to be re-enabled at your meter, see the separate gas meter user guide.



## Low credit warning on your In-Home Display

Your IHD will provide low credit warnings. These alerts will give you enough time to arrange a top up.

Your IHD will display the fuel which has fallen below the LOW Credit threshold of £2.



## Checking your tariff on your In-Home display

1. Press Menu/OK button
2. Press OK on account information
3. Your current kWh rate will display
4. Press right arrow to view daily standing charges



## Checking your Debt Settings on your In-Home display

1. From the home screen ensure you're on the correct fuel, to alternate between fuels press the fuel button
2. Press Menu/OK button
3. Press the right arrow to cycle through menu options until DEBTS [OK] is displayed press OK button to view debt information
4. Using the right arrow to cycle through debt information which includes the following
  - Debt to clear
  - Electricity or Gas debt dependant on which fuel you have chosen to view
  - Debt 1 Total & Debt 1 recovery rate
  - Debt 2 Total & Debt 2 recovery rate
  - Debt 3 Total and % per top up
5. Press Home button to return to main menu



## View energy use across a time frame

Calendar **1** You can choose to see your energy used SO FAR TODAY, THIS WEEK, THIS MONTH or THIS YEAR. Use the left arrow **2** to go back through the usage history.



**Please note**, your gas meter updates the In-Home Display every half an hour, whereas the electricity is updated every 10 seconds

## Light Indicator

The coloured lights **1** give you an indication of the electricity you're using in your home right now.

- Green - low level of energy use
- Amber - medium level of energy use
- Red - high level of energy use

Based on your previous week's consumption, your In-Home Display will begin to learn the amount of electricity you use. If the light is red then you are using considerably more energy than the previous week and you may want to look at ways to reduce your energy use.



## Setting a budget

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

Press Menu/OK **1**, go to settings, select "Set Budget" and press Menu/OK **1**. Use the arrows **2** to set your budget.

Change your fuel type and preferred time period (day, week, month) and view your budget in £. You can now easily keep track of your budget by checking the Energy Usage Dial **3** on your Home screen.

You will hear an alarm when you exceed your budget. You can turn this on or off in the Settings menu.



You can experiment with the time period of your budget. If you set a monthly budget, see what that means to your daily cost and what your annual savings could be.



# How your In-Home Display can help you be more energy efficient

It's actually pretty simple – and worth it in the long run. After all, saving energy could help you save money.

## Make just one change to start saving



### Stop blowing your bills on blow-dries

Hair dryers are hands down the biggest beauty energy gadget. If you're not in a rush, let your hair dry naturally. Or use the coolest setting – it's less power-hungry.



### Don't forget . . . shorten your showers

Cut down your shower by one minute and you could cut your energy bills by £8 a year. You might not be able to belt out as many ballads, but you'll be able to reduce energy and water consumption.



### Keep an eye on your smart IHD

Your In-Home Display is there to do all the hard work for you. Just take a glance and you'll know exactly how much you're spending on gas and electricity, get more energy saving tips and make sure you haven't left something switched on.



### Upgrade your boiler

When you have a smart meter installed you can start to identify the big draws on your energy around the house. Roughly 60% of what you spend a year on energy bills goes toward your boiler, so an efficient boiler makes a big difference.



### Unplug and switch off

A gadget or two left on at the plug may not seem like much, but it soon adds up. Say no to standby and pull all plugs out of the wall if you're out – the average home could save between £50 and £80 a year.

## Frequently asked questions

### 1. Where should I keep my display?

You should keep the display in a place that is convenient for you to see and use, but make sure that it is in a location where it will maintain signal with your meters. Like all wireless devices, the display can sometimes experience low signal strength or lose the connection with your smart meters. The easiest way to correct this is to move the IHD closer to the meter, it should then pick up the data.

### 2. What happens if I decide to switch supplier?

Your smart meters will not stop you from changing supplier. If you do leave us, your new supplier may not operate your smart meter in the same way. So best to check before you switch.

### 3. Will my clock change automatically?

Yes, it will update automatically between GMT and BST.

### 4. What happens if I move house once my smart meter(s) have been installed?

As usual, contact us at least 24 hours before your moving day. That way, we can ensure that both your meters and display are remotely cleared of your consumption data and a final remote meter reading can be taken before the new occupier moves in. Also, please remember to leave the display behind for the new occupiers. Don't worry, your display will delete your user data when it receives a home move command.

### 6. Does my IHD show prices including VAT?

No this will exclude VAT

### 7. What should I do when my In Home display (IHD) is displaying dashes or 'awaiting data message' or I think it may be faulty?

In the first instance you should try moving your IHD closer to your electricity meter. If this doesn't work then try switching of your IHD using the power button on the back, then switching it back on. If this still doesn't resolve the issue contact us 0800 027 0072

### 8. Will I be charged for a smart meter fault resolution?

No, you will not be charged, please contact us on 0800 027 0072 to arrange what happens next.

### 9. I have topped up at through my App/ or at the outlet, however it is not showing on my In-Home display (IHD)?

Remember it can take up to 1 hour for your top up to reach the meter, once it has been applied to your meter your IHD balance will change to reflect your top up.

### 10. Can I add my payment manually via the In-Home display (IHD)?

You can enter your 20 digit UTRN onto your IHD or directly onto the Smart meter. You can find your UTRN (Unique Transaction reference number) on the app or on your receipt.

**11. I have activated my emergency credit for my Gas on my In-Home display (IHD) however it is not updating on my meter?**

Your gas meter only wakes up on the hour, or on the half hour. Activating your emergency credit in between this time means you will still need to wait until the hour or half hour is reached for the meter to activate the credit. If you need to activate it sooner please refer to your gas meter guide and follow the refreshing your gas meter instruction.

**12. Why is my In-Home display (IHD) showing a 'Low Credit Warning' but I'm unable to activate my emergency credit?**

Your IHD will give you an audible alert when your meter balance falls below £2 & will display the gas or electricity icon to show which fuel the low balance alert relates too. Remember you are only able to access your emergency credit when the balance falls below £1.



## Important safety information

- Your display will work in temperatures between 0-40°C.
- It's important not to get your display wet. Don't clean it with water, liquid cleaners or polish – if you do need to clean your display, it's best to use a dry cloth.
- Disconnect before cleaning and don't immerse 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.
- Your display complies with the Government's Restriction of Hazardous Substances (RoHS) directive.
- Your display is approved for use within the EU.
- Only use the power supply provided with this unit. This power supply should not be used with any other devices.
- Your display is under warranty for 12 months after point of installation.
- Avoid dropping, excessive shock or vibration.
- To protect the environment, please don't dispose of this product in your business waste at the end of its life. Please take it to a recycling centre for disposal.
- Don't attempt to open, repair or service any part of your display yourself. If the device appears to be faulty, please contact us.
- Don't use a visibly damaged power adaptor or power lead. Use only the power adaptor supplied to you with this product.
- This display contains a lithium ion battery. Do not dispose of it in a fire, expose it to excessive heat or attempt to puncture it.

# We're here to help

If you need any further help with operating your smart meter equipment, please:

Find out much more  
on our website  
[scottishpower.co.uk/  
smart](http://scottishpower.co.uk/smart)

Search 'ScottishPower  
How to' videos on  
YouTube

Use the 'tutorial' facility  
on your In-Home Display  
Press Menu/OK, then use  
the right arrow to go into  
"Tutorial" and press Menu/OK

## Or you can contact us:

[scottishpower.co.uk](http://scottishpower.co.uk)

Call free on: 0800 040 7002

Lines open:

Monday to Friday: 8am to 10pm

Saturday: 8.30am to 6pm

## Emergency:

Gas emergencies (24 hours)  
0800 111 999

Electricity emergencies (24 hours)  
Freephone 105

ScottishPower, Customer Care  
320 St. Vincent Street  
Glasgow G2 5AD

## Hearing or speech difficulties?

Depending on your needs, the Next Generation Text Service (NGTS) offer a range of tools and services that can help you contact us. Simply visit [ngts.org.uk](http://ngts.org.uk) for more information.

Your personalised energy efficiency tips...