

# Smart Meter & In-Home Display

User Guide



# Welcome to smarter living

This user guide explains everything you need to know about the operation of your meter(s) and your In-Home Display. Please use the contents section overleaf to find what you need.

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# 1. Your smart meter data

The data sent to us by your smart meter(s) is your energy usage information. We automatically retrieve readings straight from your smart meters.

How often we retrieve your readings is up to you, you can choose from monthly, daily or half hourly. As well as using your readings to supply you with an accurate bill, we will also use them to deliver your personalised consumption graphs and energy efficiency advice through the app and your online account.

The more frequently we retrieve your readings the more personalised and detailed the information will be, this is why we recommend you choose half hourly readings.

You can set or change your meter read frequency at any time by visiting [scottishpower.co.uk/updatedetails](https://scottishpower.co.uk/updatedetails) or calling us free on 0345 270 0700

Please check our website for our up-to-date call centre opening times.

If we don't hear from you, then 7 days after your meter install, we will begin retrieving your readings on a daily basis.

Please note: we will not use your data for marketing purposes and will never share your information with third parties for their marketing purposes.

For independent advice about your rights and choices relating to your personal information, contact The Information Commissioner's Office at [www.ico.org.uk](https://www.ico.org.uk) or via the ICO Helpline on 0303 123 1113.

# 2. Additional support with our Priority Services

We want to give as much support as we can to those customers who need it. You may be eligible for our Priority Services Register for a number of reasons ranging from a chronic illness or disability to a change in your personal circumstances.

If we become aware that you (or someone in your household) would benefit from any of our Priority Services, we will offer to add you to our Register – alternatively, please let us know if you think you're eligible. For further information, please visit [scottishpower.co.uk/psr](https://scottishpower.co.uk/psr) or call us free on 0345 270 0700.





### 3. Getting the most from The ScottishPower App

#### Monitor your energy usage

Track how much energy you use and access handy Energy Efficiency tip that could help you lower your costs.

#### Make and manage your payments

Adjust your monthly amount using the Direct Debit Manager and stay on track to pay for the energy you use, or make a payment towards your bill.

**Get the ScottishPower App today. Download it from the App Store or Google Play**



### 4. Retail Energy Code - Smart Meter Installation Schedule [SMIS]

The Retail Energy Code (REC) represents a step-change for the industry with a mission to elevate customer outcomes through promoting innovation and competition. The operating model provides an opportunity to create a new standard for code governance to transform the nature of decision-making in the energy sector.

The Smart Meter Installation Schedule (SMIS) specifies the minimum standards for Code Members to follow in relation to the customer facing aspects of the installation of smart meters.

The main objectives of the SMIS are to make sure that you receive a high standard of service throughout the installation process, and know how to use and benefit from having a smart meter to improve the energy efficiency of your home. Find out more at [www.recportal.co.uk/smis](http://www.recportal.co.uk/smis)

## 5. Operating your In-Home Display (IHD)

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 Smart In-Home Display and your Smart Meter
- 2 **Battery Indicator** – battery level and charging status
- 3 **Time** – current time in 24hr format



- 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 – electricity, gas or both
- 6 **Budget Indicator** – the Budget Line indicates your personally set budget (see more in “Setting a Budget”)
- 7 **Numeric Display** – see your energy usage and 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 **Calendar** – You can choose to see your energy used SO FAR TODAY, THIS WEEK, THIS MONTH or THIS YEAR. Use the left arrow to go back through your usage history
- 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

#### Getting Help

Your In-Home Display has an in-built tutorial to show you how it works. Press Menu/OK 6, then use the right arrow to go to “Tutorial” and press Menu/OK 6

## 5.1 Your In-Home Display (IHD)

### Get started with your In-Home display

Like all wireless devices, the IHD 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 IHD, 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 back of the display. It will take a few minutes for the IHD to catch up with your energy history.

## 5.2 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.



## 5.3 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 your usage history.

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





## 5.4 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 in your home. 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.

## 5.5 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.

## 6. How your IHD 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. You might not be able to belt out as many ballads, but you'll be able to reduce energy and water consumption.

#### 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.



#### Switch to LEDs

LED lightbulbs are the most energy-efficient bulbs available making them cheaper to run\*. Try to replace any incandescent or halogen bulbs in your home to reap the benefits. LEDs come in a range of shapes and sizes.



#### 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.

## Make just one change to start saving



### 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.

### Cook smart

Did you know slow cookers are an energy efficient way of cooking\*? They're also a great way of batch cooking meals, which you can also freeze for another day. Think stews, tagines, and curries, which all benefit from slow cooking to let the flavours develop.



For more energy saving tips check out our energy efficiency toolkit on the ScottishPower website at **[www.scottishpower.co.uk](http://www.scottishpower.co.uk)**

Or you can visit The Energy Saving Trust website at **[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

Ultimate Energy Saving Tips Guide | How to Reduce Bills | Smart Energy GB



## 7. Frequently asked questions

### Why is my bill still estimated?

It may be that we didn't receive an accurate reading before your new smart meters were installed. Don't worry, this will be accurately reflected in your next bill. Or there may have been an interruption to the wireless communications signal, which resulted in us not receiving your meter readings. This will be corrected once the signal is restored.

### Why does my bill not match the energy shown on my display?

It could be due to a recent price or product change, as this can take a few days for your display to reflect this update. Your display also doesn't include any VAT, discounts or debt on your account.

### 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 power the device down (by pressing the on/off button on the back of the unit) for 10 seconds and move the unit closer to where your meters are located.

Once there, please turn the unit back on – this should restore the connectivity and your display will begin to display your data. Your data will normally be refreshed within 30 minutes of restored connectivity. The internal battery allows you to carry the display around to investigate the effects of turning appliances on and off. This battery will last for approximately 1 hour before it needs to be reconnected to the power source.

### 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.

### Will my clock change automatically?

Yes, it will update automatically between GMT and BST.

### Why are the lights on my smart meter flashing?

This is simply a sign that your smart meter is working fine. There's nothing to worry about if the lights flash.

### What happens if I move?

The IHD should be left for the new owner / occupier of the property. It isn't portable to your new property. However, don't worry, your display will delete your user data when it receives a home move command. Please remember to let us know if you are moving house.

### What are the benefits of my half hourly data being supplied automatically?

It means you will no longer have to submit manual meter readings to us. Smart meter readings will automatically be supplied to us, which means accurate bills and therefore only paying for energy that you use.

As well as using your readings to supply you with an accurate bill, we will also use them to deliver your personalised consumption

graphs and energy efficiency advice through your online account. The more frequently we retrieve your readings the more personalised and detailed the information will be.

You can register for an online account free at [scottishpower.co.uk](https://scottishpower.co.uk)

### Why is my bill much larger/smaller than before?

Now that we're receiving accurate readings straight from your smart meters, your bills are now based entirely on the energy you've used, as opposed to on estimated figures. Although we will be receiving daily readings, we will bill you as per your normal billing schedule.

### What do I do if I move once my smart meters are 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. However, there may be times when we are unable to communicate with your meter and we would need to rely on an estimate.

**Also, please remember to leave the display behind for the new occupiers.**

### Will I be charged for a smart metering fault resolution?

No, you will not be charged, please contact us on **0345 270 0700** to arrange what happens next.





## 8. 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 household waste at the end of its life. Please take it to a recycling centre for disposal.
- Don't attempt to open, repair or service any part of your 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.
- Supervise young children if they use the smart display.
- 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.



## We're here to help

Once your installation is complete, if you have any questions about smart meters, you can:

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

Search our 'How to' videos on our ScottishPower YouTube channel

Use the 'tutorial' facility on your in-home display\*  
Press Menu/OK, then use the right arrow to go to "Tutorial" and press Menu/OK

### Or you can contact us:

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

Call free on: 0345 270 0700

Check our website for up-to-date call centre opening times

### 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.

### More free energy saving advice is available at:

**Scotland** – Call Home Energy Scotland free on 0808 808 2282 or visit [www.homeenergyscotland.org](http://www.homeenergyscotland.org)

**England & Wales** – Call the Energy Saving Trust on 0800 444 202. (calls are charged at the standard national rates) or visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

