

Welcome to the world of smart prepayment meters

Here's everything you need to know about your new meters



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What are smart prepayment meters?

Smart prepayment meters are the next generation of energy meters.

And they're smart because they can, amongst other things, help you take control of your energy – so you can save money.

What your new smart prepayment meters can do for you

Now you have smart prepayment meters you'll be able to:

- ✓ **See your energy use in pounds and pence on your smart meter display** – putting you in control of your energy use. So, you'll then be able to work out which appliances are using the most energy and find ways to save money.
- ✓ **Easily see your remaining credit and how long it may last, on your smart meter display** – without the hassle of peering into your meter cupboard.
- ✓ **Have the chance to set budgets, so you can see how much you're using each day** – and where you can cut costs.
- ✓ **Forget about having to insert your gas or electricity cards in your meters** – just top up as usual at any PayPoint and that's it. Your credit will be sent automatically to your meters within 45 minutes.

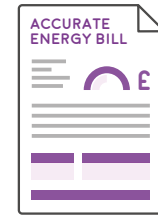
We've sent you smart top up cards for each of your smart meters

Make sure you use these new cards when you top up. It's a good idea to keep a note of the 20-digit top up card numbers printed on the cards – as you may need them if there's a problem with your top up. You'll find a space on the back of this leaflet where you can write them down.

If you've not received your top up cards yet, get in touch. We can email your top up number to you if we've got your email address, or tell you the number over the phone. Just send us an email – go to uwdc.co.uk/contact, or call us on **0333 777 0 777**.

If you've got any credit or an outstanding balance on your old meters

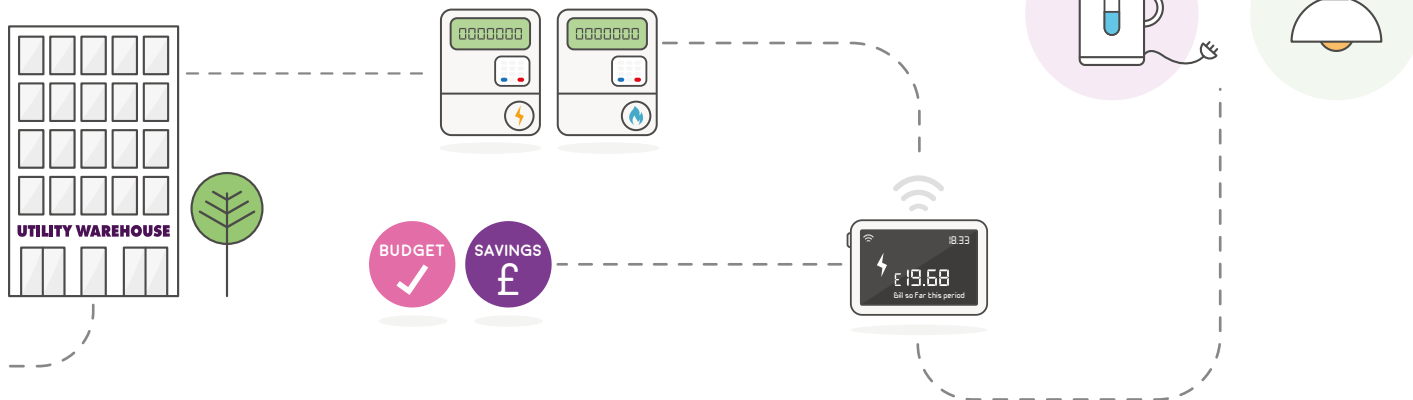
This will transfer automatically to your new smart prepayment meters – we'll do this as soon as possible.



Your smart meter display

Your smart meters communicate with your smart meter display to tell you everything you need to know to help you take control of your energy use. It lets you:

- ✓ See the remaining credit balance for both your gas and electricity – and how long it's likely to last.
- ✓ Monitor the energy you're using – as you use it.
- ✓ See how much it's costing you – in near 'real time'.
- ✓ Set your smart energy monitor to alert you when your credit is low – so you won't be caught short.



Your smart meter display

Your smart meter display screen will power down after 60 seconds. To wake it up, just give it a tap.

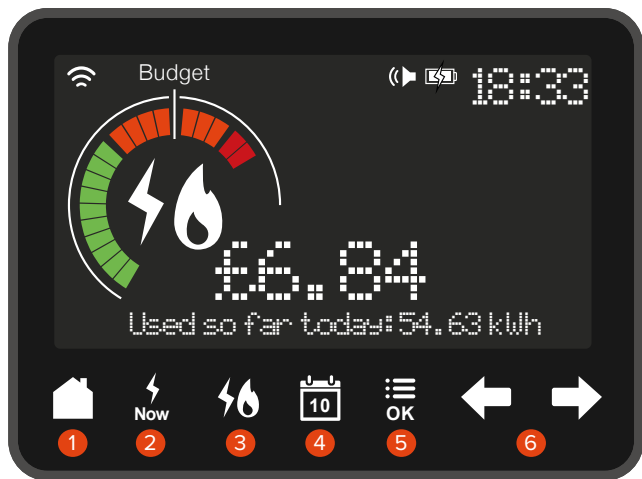
It's powered by an internal, rechargeable battery. To make sure you can always see how much energy you're using, we recommend you plug your smart meter display into an electricity socket – it costs under 50p a year to run.

We also recommend keeping it somewhere you spend a lot of time – like your kitchen, hallway or living room, so you can easily keep an eye on your energy.



How to use your smart meter display/meter

Your smart meter display is touch screen. It has six icons you can tap.



- 1 **Home** – This shows today’s energy use so far.
- 2 **Now** – See the electricity you’re using right now (per hour).
- 3 **Fuel** – Select the ‘Lightning bolt/flame’ to see your energy used by fuel type or the combined total.
- 4 **Calendar** – You can choose to see your energy used so far by day, week, month or year.
- 5 **OK** – Press ‘OK’ to access the settings such as Top-ups, Settings or Meter Information. Pressing ‘OK’ also selects an option.
- 6 **Arrows** – Use the left and right arrows to scroll through the options. Press ‘OK’ to select an option.

See how much energy you're using

Your usage at a glance - green, amber, red

A three coloured LED light display on the bottom of the front screen gives you an 'at a glance' view of your current energy use:



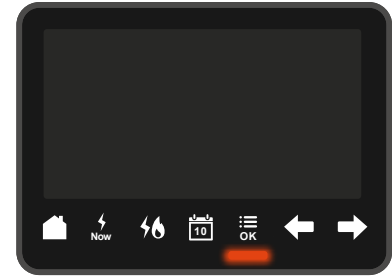
Low >

When the green light is showing, your energy usage is low.



Medium >

When the amber light is showing, your energy usage is medium - you may want to think about where the energy in your home is being used. Can you switch off anything that you're not using?



High >

When the red light is showing, your energy usage is high. Now is the time to take action - switch off anything that you don't need turned on or aren't using.



What you're using today

To see your current day's energy usage, in pounds & pence or kWh:

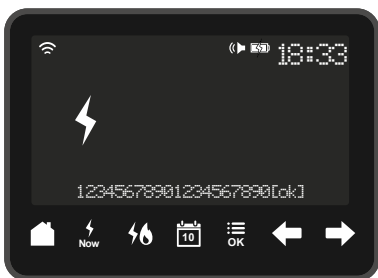
1. Tap 'Home'. ▼
2. Tap the 'Lightning bolt/flame' button to select electricity, gas or both. You can switch your fuel type by pressing the 'Lightning bolt/flame' button at any stage. ▼
3. The fuel symbol will appear on screen, along with the current day's usage. ▼
4. To see the previous day's usage within the current week, press the left arrow button. ▼



What you've used in the past

To see your past energy usage, in pounds & pence or kWh:

1. Tap 'Home'. ▼
2. Tap the 'Lightning bolt/flame' button to select electricity, gas or both. You can switch your fuel type by pressing the 'Lightning bolt/flame' button at any stage. ▼
3. Tap the 'Calendar' button for your current usage:
 - **Week** - For the current week's usage, tap 'Calendar' once.
 - **Month** - For the current month's usage, tap 'Calendar' twice.
 - **Year** - For the current year's usage, tap 'Calendar' three times. ▼
4. To see information from a past week or month, scroll left using the arrow buttons.



Check your balances and top up

View your credit

It can take 45 minutes for your top-up to show on your smart meter display. To view your remaining electricity and gas credit balance:

1. Tap the 'Home' button to see your fuel balance. ▼
2. To see your balance, tap the 'Lightning bolt/flame' button:
 - For electricity, tap once.
 - For gas, tap twice.

How to top up from your smart display

On rare occasions, an automated top-up by your PayPoint retailer doesn't register on your meter. These steps show you how to manually register your top-up. You'll need the receipt from your energy purchase, showing a unique 20-digit top-up number.

1. Tap 'Home'. Then tap the 'Lightning bolt/flame' button to choose electricity or gas. Tap 'OK'. ▼
2. Press the right arrow until you see 'Apply Top up'. Tap 'OK'. ▼
3. Enter your top-up number using the arrow buttons to scroll through digits 0-9. Tap 'OK' to add a digit. ▼
4. After you have entered the last digit of the top-up number the screen will display 'Top up sent', then the amount of the top up and 'Top up successful'. ▼
5. If your top-up number is invalid, the screen will display 'Top up failed'. If you're sure you've entered everything correctly, call us for help on 0333 777 0 777

Managing an outstanding balance

If you were repaying an outstanding balance through your old meter, your smart meters will collect part of the manageable weekly recovery rate we agreed every day. This reduces your available credit, and will continue, even if your meters are disconnected.

If you miss any repayments, you'll need to top up with enough credit to cover your missed repayments and the energy you need.

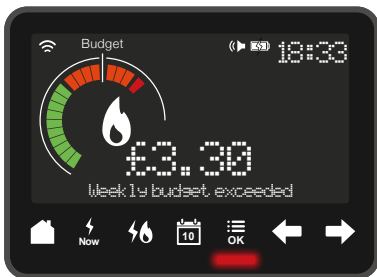


See your outstanding debt and recovery rate

1. Tap the 'Lightning bolt/flame' button:
 - For electricity, tap until you see the lightning symbol on screen.
 - For gas, tap until you see the flame symbol on screen. ▼
2. Tap 'OK'. ▼
3. Tap the right arrow until you see 'Debts' then tap 'OK'. ▼
4. Continue to tap the right arrow to see:
 - Any Emergency or Friendly credit you need to repay ('Debt to clear')
 - Your outstanding debt amount (Debt 1, 2 or 3)
 - Your debt recovery rate per hour/day
 - A screen showing the percentage of your top-up that goes towards paying off your outstanding debt.

Need help?

If you're having problems paying back what you owe, or if you'd like to clear your debt quicker, call us on 0333 003 5 644 and we'll talk you through your options.



Manage your costs

Set a budget alert - daily, weekly or monthly

Choose a budget you're comfortable with, and set a warning in case you exceed it.

1. Tap the 'Lightning bolt/flame' button:
 - For electricity, tap until you see the lightning symbol on screen.
 - For gas, tap until you see the flame symbol on screen. ▼
2. Tap 'OK'. ▼
3. Tap the right arrow until you reach a screen that says 'Settings'. Tap 'OK'. ▼
4. You will see 'Set budget' displayed on screen, tap 'OK' to select. ▼
5. You will see 'Set daily budget' on screen.
 - **Daily** - To set a daily budget, click 'OK'
 - **Weekly** - To set a weekly budget, click calendar once, then click 'OK'.
 - **Monthly** - To set a monthly budget, click calendar twice, then click 'OK'. ▼
6. Press the left and right arrows to decrease or increase your budget. ▼
7. Press 'OK' to confirm your new budget. ▼
8. A written alert will show on screen if you exceed your chosen budget.

Set a low credit alert

Choose to see a notification when your credit is running low.

1. Tap 'Home'. Then tap 'OK'. ▼
2. Tap right until you reach the Settings screen. Tap 'OK'. ▼
3. Tap right to 'Low credit alert'. Tap 'OK'. ▼
4. Tap left and right to turn the Low credit alert on or off. Tap 'OK'. ▼
5. An alert will show on screen if your credit is low.



See your top up history

Follow these steps to check your last five top-ups.

1. Tap 'Home'. Then tap 'OK'. ▼
2. Press the right arrow until you reach 'Previous Top-ups'. Tap 'OK'. ▼
3. Use the left and right arrows to scroll through your last five top-ups.

See your tariff or standing charge:

1. Tap 'Home'. Then tap 'OK'. ▼
2. To see your prepayment tariff unit rate (pence per kWh), when you see 'Account information' on screen, press 'OK'. Your electricity prepayment tariff will show on screen. To see your gas prepayment tariff, tap the 'Lightning bolt/flame'. ▼
3. To see your standing charge, tap the right arrow. Your electricity daily standing charge will show on screen. To see your gas daily standing charge, tap the 'Lightning bolt/flame' button.

Emergency and Friendly credit

Emergency Credit - there if you need it

If your credit is running low, you'll see a low credit alert light up on your smart meter display – and you'll be able to add £10 Emergency Credit to your meter.

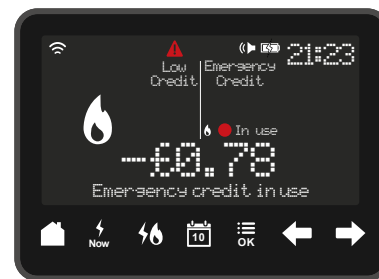
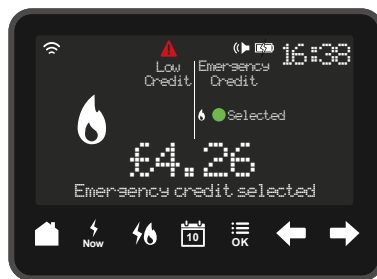
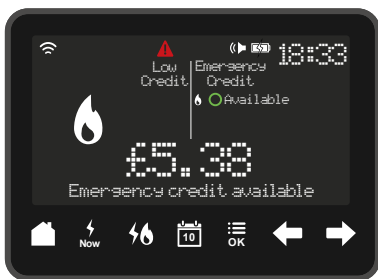
- Emergency Credit Available
- Emergency Credit Selected
- Emergency Credit in use

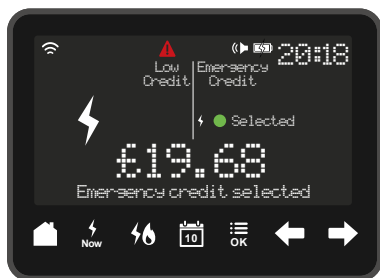
If you don't top up your meters or apply the Emergency Credit, your supply will go off when your normal credit runs out.

There's Friendly Credit too – for when you can't get to the shops

We understand it can be difficult to get to top up sometimes, especially during the night. So, if you run out of Emergency Credit, our Friendly Credit option kicks in between 4pm and 10am the next working day.

Don't forget, you need to repay both Emergency and Friendly credit the next time you top up.

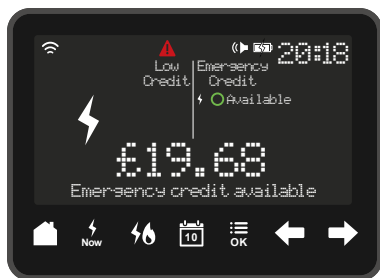




Access emergency credit

To access the emergency credit (£10) for your gas or electricity service:

1. Tap the 'Lightning bolt/flame' button:
 - For electricity credit, until you see the lightning symbol on screen.
 - For gas credit, until you see the flame symbol on screen. ▼
2. Tap 'OK'. ▼
3. Tap 'OK' again to select 'Emergency Credit' then use the left and right arrows to choose 'Yes' or 'Not yet'. ▼
4. Tap 'OK' to save your choice.



Check how much Emergency Credit is available

1. Tap 'Home'. ▼
2. Tap the 'Lightning bolt/flame' button:
 - For electricity credit, tap until you see the lightning symbol on screen.
 - For gas credit, tap until you see the flame symbol on screen. ▼
3. Tap the left arrow to see your Emergency Credit balance.

How to take a meter reading:

1. Tap 'Home' and then 'OK' ▼
2. Tap the right arrow three times to get to 'Meter information' and tap 'OK'. ▼
3. Your electricity meter reading will be displayed in kWh. ▼
4. To see your gas meter reading, tap the 'Lightning bolt/flame'.

How to turn your supply back on

If you use all your available credit, your supply may be switched off. Once you've topped up again, follow these steps to turn your supply back on using your smart display.

1. Tap the 'Home' button. ▼
2. Tap the 'Lightning bolt/flame' button to select electricity, gas or both. ▼
3. Tap 'OK'. This will take you to 'activate supply' screen. Press 'OK' again. ▼
4. You will see 'Enable electricity/gas supply (yes/no)'. ▼
5. Choose 'Yes' or 'No' using the arrows, and tap 'OK'.

There's been a power cut, and now my smart display isn't updating

Following a power cut, your smart meter display should reconnect to your meters automatically. If not, you can try to move it closer to the electricity meter. Or turn it off, then on again and leave it for 1 hour.

If neither of these steps fix the issue, please call us for help on 0333 777 0 777.

Choose 'always on' or 'night' modes

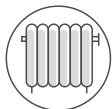
Your smart display can stay on all the time, or go into night mode where the display screen switches off after 1 minute. To choose your preferred option:

1. Tap 'Home' Then 'OK'. ▼
2. Tap right until you see 'Settings'. Press OK. ▼
3. Tap right until you see 'Night mode (Off/On)'. Tap 'OK'. ▼
4. Use the arrows to make your mode choice then tap OK.

How to save energy

Your smart meters and smart meter display can help you take control of your energy use.

Here are a few tips to help you save energy – check your smart meter display when you try them out to see how much you can save.



Heating and insulation

- ✔ Turning your thermostat down by 1°C can save you £80 on your energy bills every year. The recommended ‘comfortable’ temperature setting is between 18°C and 21°C.
- ✔ If a home has no loft insulation, installing 270mm of new insulation could save up to £135.
- ✔ Cavity wall insulation could save up to £150 each year. External or internal solid wall insulation can save around £255 a year.
- ✔ Insulating an un-insulated hot water cylinder with an 80mm jacket could save around £85 annually.
- ✔ Insulating pipes that are exposed within your house could save you around £10 a year.
- ✔ Draught-proofing windows and doors can save around £25 a year.
- ✔ Installing A+ rated double glazing in an entirely single-glazed home could save around £75 to £80 a year.
- ✔ Replacing an old G-rated boiler with some controls with an A-rated boiler with a full set of heating controls could save around £210 a year – based on an efficiency improvement from 66% to 89% for a gas boiler, assumes original boiler has a programmer and room thermostat.
- ✔ Upgrading old electric storage heaters to new high heat retention storage heaters could save up to £385 a year.
- ✔ If you are going away for a few days, don’t pay to keep an empty home warm – turn off your heating. If it’s winter though, just turn the thermostat to a low setting (5°C to 10°C) to protect your home against any cold winter spells.
- ✔ Use the time-switch or programme function on your central heating system to give you heating and hot water only when you need it. Set your central heating to come on just 30 minutes before you get up in the morning. And the same for when you get home at night.
- ✔ Turn radiators off in rooms that you don’t use.
- ✔ Don’t open doors and windows to cool a room that’s too hot – turn the heating down instead.
- ✔ Don’t put furniture in front of radiators – it absorbs the heat and stops them heating the room.



Lighting

- ✔ You can now get LED spotlights that are bright enough to replace halogens, as well as regular energy-saving bulbs. They come in a variety of shapes, sizes and fittings.
- ✔ A household still using an old fashioned 60W incandescent bulb in its lounge could save £3 a year by replacing it with an LED equivalent.
- ✔ Replacing a 50W halogen bulb with an LED will save around £90 over the bulb's lifetime.
- ✔ In a typical home replacing all your light bulbs with LEDs will cut your lighting bill by around 36%, saving you £35 a year.
- ✔ Turning a light off, even for just a few seconds, saves more energy than it takes to turn it on again. So, switching off lights off when you're not using them could save you around £14 on your annual energy bills.



Kitchen and bathroom

- ✔ Use a bowl to wash up rather than leaving the tap running – you could save around £25 a year on your energy bill and help keep your water bills low if you've got a water meter.
- ✔ Only fill your kettle with the amount of water you need – you don't need a full one if you're only making a cuppa. And you could save around £7 in energy bills a year.
- ✔ The same applies when you're cooking vegetables. Only use enough water to cover and cook them. And if you keep lids on your pans, you'll stop heat escaping and save even more.
- ✔ Only use the correct size pans for your hobs. If you've got a gas cooker the flame shouldn't come over the bottom of the pan.
- ✔ Spending one minute less in the shower each day could save £7 off your energy bills each year, per person – based on a power shower with a flow rate of 16 litres per minute.
- ✔ If everybody in a four-person family replaces one bath a week with a five-minute shower it could save around £15 on energy bills every year.



Appliances

- ✔ Don't leave appliances on standby when you're not using them. Appliances such as your TV, stereo and computer continue to use electricity when they're on standby. Turning them off could save you £30 a year.
- ✔ Wait until you have a full load before using your washing machine or dishwasher. If you can't, use a half-load or economy programme.
- ✔ Try using your washing machine at lower temperatures. Using the 30°C cycle uses around 40% less electricity – and with today's modern detergents, your washing will still be clean.
- ✔ Tumble dryers use lots of electricity – so, if you have one, think carefully about when you use it. Better still, if the weather's good and you have a washing line, hang everything out to dry... it's free! You can save on average £30 a year on your electricity bill by line drying clothes instead of using a tumble drying during the summer.
- ✔ When buying a new washing machine, choosing an A+++ one over an A+ one could save around £55 over its 11-year lifetime – that's 17% less energy. And choosing an A+++ dishwasher over an A+ one could save you around £70 over its 11 year lifetime. Plus, choosing an A+++ tumble dryer over a B-rated one could save you around £495 over its 13-year lifetime.
- ✔ Choosing an A+++ fridge freezer over an A+ model could save you around £200 over its 13-year lifetime.
- ✔ Choosing a laptop over a desktop and reducing standby could save up to £17 every year.
- ✔ In general, smaller TVs use less energy. Choosing a 32" LCD over a 42" LCD TV could save £36 a year in running costs over the TV's lifetime.

The savings quoted above are from the Energy Saving Trust and are based on a typical three-bedroom semi-detached gas heated house, with an 83% efficient gas boiler and average gas tariff of 3.80p/kWh and electricity tariff of 14.37p/kWh; correct as of May 2017 and valid for one year.

For more energy-saving ideas...

You can also get expert and impartial free advice on reducing your fuel bills, saving energy and making your home more comfortable by visiting the Energy Saving Trust website – [energysavingtrust.org.uk](https://www.energysavingtrust.org.uk). You can also get top energy-saving tips at the smart ideas section of [smartenergygb.org](https://www.smartenergygb.org).

If you live in England or Wales, you can get in touch with the Energy Saving Advice Service – just call **0300 123 1 234** or e-mail energy-advice@est.org.uk.

If you live in Scotland, you can call Home Energy Scotland on **0808 808 2 282** or visit their website on [homeenergyscotland.org](https://www.homeenergyscotland.org).

You'll find lots more information on how to save money on your energy bills at [uwdc.co.uk/energyefficiency](https://www.uwdc.co.uk/energyefficiency)



Need any help?

If you've got any questions about how your smart meters work, or you're having difficulty using your smart meter display, just send us an email – go to uwdc.co.uk/contact, or call us on **0333 777 0 777** and we'll be happy to help. You might find the answer to your question here first though.

Q. What if I need extra support?

A. You can register for our free Priority Services Register. It's there to help if you're elderly, disabled, or have special medical needs. It gives you access to additional services, such as textphone and password schemes. If you're deaf, or hard of hearing, you can contact us on our Minicom number: **0333 003 5 643**. We also offer text relay.

If you need extra help before your appointment, please let us know. For example, you might ask for us to give you extra time to get to the door.

Q. Will smart meters save me money?

A. Having smart meters installed is a positive step towards saving energy. They can't save you money on their own though – you'll need to make some choices about how you use energy. Your smart meters and smart meter display can help you do this by letting you see where you're using energy you don't need to, so you can save money.

Try out our energy-saving tips on page 17, and you'll be able to see the impact they could have on your bills with your smart meter display.

Q. I've lost my smart top up cards – how can I get new ones?

A. If you lose your smart prepayment cards, call us on **0333 777 0 777** and we'll arrange to send you a replacement. In the meantime, you can use your smart card top up number to top up your meter while you wait for your new card to arrive. Just take a copy of your card number with you when you go to top up. If you can't find your card numbers, just give us a call and we'll let you know what they are.

Q. My top up isn't showing automatically – what can I do?

A. When you top up, it will be added to your meter automatically within 45 minutes. But if there's no signal, or you need access to credit more quickly, you can type the 20-digit code on your top up receipt into your smart meter display or directly in to your meter using the keypad – and the credit will be applied immediately.

Q. I'm having problems paying back what I owe – what can I do?

A. If you're struggling to keep up with your repayments, just call us on **0333 003 5 644** and we'll talk you through your options. You can also find how to seek free, independent, impartial and practical advice at **uwdc.co.uk/advice**.

Organisations that could help you include:

- ✔ **Citizens Advice consumer service** – visit citizensadvice.org.uk or call 0345 404 0 506.
- ✔ **StepChange Debt Charity** – visit stepchange.org or call 0800 138 1 111.
- ✔ **National Debtline** – visit nationaldebtline.co.uk or call 0808 808 4 000.
- ✔ **PayPlan** – visit payplan.com or call 0800 280 2 816.

Want to know more?

You'll find lots more information about smart meters at uwdc.co.uk/smart and for energy efficiency advice visit uwdc.co.uk/energytips.

You'll also find answers to most of your questions here: uwdc.co.uk/smarthelp. If you can't find what you're looking for, just send us an email – go to uwdc.co.uk/contact, or call us on **0333 777 0 777**.

Write your top up card number here for safekeeping

Your electricity smart top up card number:



Your gas smart top up card number:



Moving home?

As soon as you know your moving date, call our Home Movers team on **0333 777 0 888** with your new address and postcode and we'll update your records. You'll need to leave your smart meter display when you move though, as it's uniquely linked to the smart meters in your property and won't work anywhere else. Please leave this guide behind for the next occupier too – so they know how to use their smart meters.

Contact us

Phone: **0333 777 0 777**

E-mail: go to uwdc.co.uk/contact

Address: **508 Edgware Rd, London NW9 5AB**

Text phone: **Minicom 0333 003 5 643**.

We also offer a text relay service.

For your peace of mind...

We're signed up the Smart Metering Installation Code of Practice. It protects you and makes sure we give you all the information you need when you upgrade to smart meters. To find out more, go to uwdc.co.uk/SMICOP.

