


# All about your smart meter

From how to top up  
to how to save energy

1st generation meters

# Contents

- 03** What are smart meters?
  - 04** Your smart meters
  - 05** Your smart meter display
  - 06** Setting usage and credit alerts
  - 08** Simple ways to use less energy
  - 10** We're here to help
- 

# What are smart meters?

Smart meters are energy meters that can help you save money by giving you more control over your energy use. They also automatically provide meter readings so you're always billed accurately.

## ✔ **What's so great about them?**

The free in-home smart meter display helps you become more energy efficient by showing you how much energy you're using.

## ✔ **What can a smart meter tell me?**

You can compare your energy usage day-by-day. You can even set spending alerts in pounds and pence each month.

## ✔ **They also help UW help you more**

Smart meters provide our Customer Service team with data that helps them answer your queries better and assists us in developing new products and services that are tailored to your needs.

When we install smart meters we work to the Ofgem-approved Smart Meter Installation Code of Practice. You can read this at [uw.link/smart-installation](http://uw.link/smart-installation)

# Your smart meters

These are your electricity and gas meters – they record how much energy you’re using.



Electricity meter

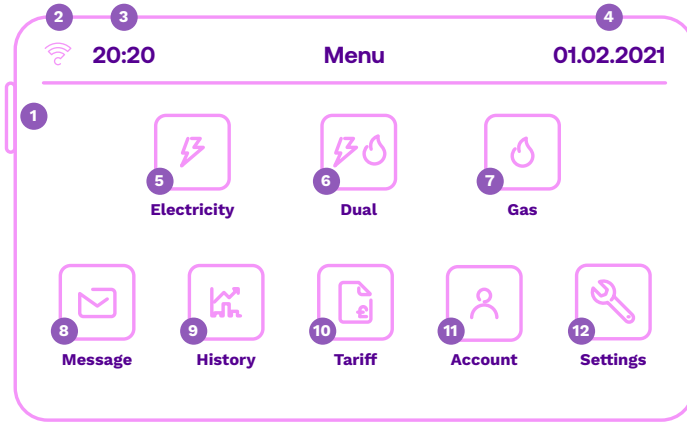


Gas meter

If you’re not sure where to find your meters, ask your installer to make a note of where they are here:

# Your smart meter display

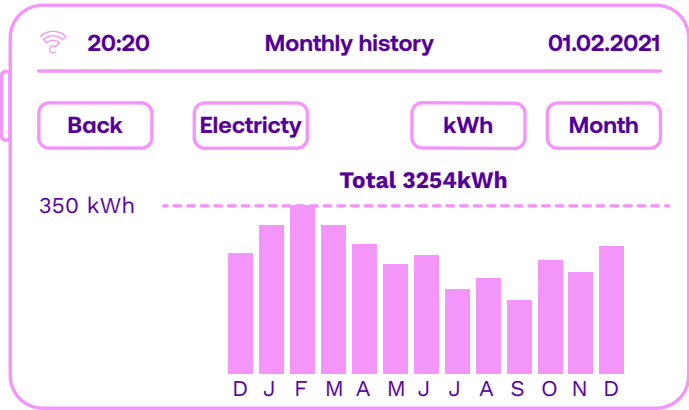
This is your smart meter display. It communicates with your meters so it can show you exactly what's going on and how much energy you're using in real-time.



- 1 On/off button
- 2 Signal
- 3 Time
- 4 Date
- 5 Electricity - how much you've used today
- 6 Dual fuel - check your gas and electricity usage
- 7 Gas - how much you've used today
- 8 Message inbox - and any important alerts
- 9 History - see how much energy you've used
- 10 Tariff - see how much each unit of energy is costing
- 11 Account details
- 12 Settings - change your targets, screen brightness and sound

The smart meter display switches to standby mode after 60 seconds. Just tap the screen to wake it up. Keep your display switched on and plugged in (at an electricity cost of less than 20p a year) or use two AAA batteries.

# Setting usage and credit alerts



## Set a usage alert

Your smart meter lets you set a limit for how much money you want to spend in a day.

1. Press the top right-hand button on the screen until the '£' shows.
2. Then press the '**Amount**' button in the middle and enter the limit you want to spend in a day in pounds and pence, then press '**OK**'.
3. If you get close to going over this amount, the LED at the top will change colour.

You can also set a kWh usage limit and a CO2 kg limit to keep an eye on how much energy you're using.

## See what you've used

To view your consumption history, press the **'History'** button on your smart meter display. You'll be shown a range of graphs showing how much electricity you've used over the last hour, day, week or month.



# Simple ways to use less energy

Try these energy-saving tips to save more money each year.



## Don't leave things on standby

Switch appliances off when you're not using them. Appliances like your TV, stereo and computer continue to use electricity when they're in standby mode. Turning them completely off when they're not being used could save you as much as £40 a year.



## Be smart in the kitchen

Only fill your kettle with the amount of water you need – you don't need a full one for just one cuppa. This will save you around £8 in energy bills a year. Similarly, when cooking, use the correct size of pans to save energy.



## Shorten your shower time by one minute a day

Reduce your shower time by one minute, and add a water efficient showerhead. This could save you £4 a year off your energy bill for every person in your household.



## Turn your lights off when you're not using them

By switching off lights when you're not using them, you can save around £14 a year on your energy bills.



## Turn down your thermostat by 1°C

Heating controls help you stay on top of how much energy you're using. By turning down your room thermostat by just one degree, you could save £55 a year and reduce your carbon footprint by 300kg.

Source: Energy Saving Trust. For the latest information visit [energysavingtrust.org.uk](https://energysavingtrust.org.uk)



# More ways to use less energy



Visit our page about energy efficiency for more energy-saving ideas: [uw.link/energy-tips](https://www.energy-saving-trust.org.uk/energy-tips) or call **0333 003 5647**

## Get free, impartial advice about energy efficiency

### Energy Saving Trust

#### England and Wales

Website: [energysavingtrust.org.uk](https://energysavingtrust.org.uk)

Email: [energy-advice@est.org.uk](mailto:energy-advice@est.org.uk)

Phone: **0300 123 1234**

#### Scotland

Website: [homeenergyscotland.org](https://homeenergyscotland.org)

Phone: **0808 808 2282**

### Smart Energy GB

Website: [smartenergygb.org](https://smartenergygb.org)



# We're here to help

For answers to frequently asked questions, visit [uw.link/smart-help](https://uw.link/smart-help)

Or email us at [uw.link/contact-us](mailto:uw.link/contact-us)

## Moving home?

Once you know your moving date, call our Home Movers team on **0333 777 0888** with your new address (including the postcode) and we'll update our records.

Please leave this leaflet behind for the next occupier so they know how to use their smart meter.

For helpful information on the other services we offer, or on the national smart meter roll-out, you can visit [uw.co.uk/help](https://uw.co.uk/help)

Utility Warehouse  
508 Edgware Road  
The Hyde, London  
NW9 5AB

Utility Warehouse Limited.  
Registered in England.  
Company number: 04594421

UWAAYSM0222

 **Utility  
Warehouse**