



SMARTER LIVING

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Scan this QR Code and download our new interactive app.



The app contains lots of useful information and provides help and supports with your new Smart meter.

Welcome to your new Smart meter

This handy little gadget talks directly to your smart meter giving you constant updates on the energy you're using and what it costs.*

You can even set yourself a budget and your in-home display will tell you whether you're on track

You're in safe hands

Depending on what you agreed to share with us, your smart meter will send us half hourly, daily or monthly consumption data. We'll keep this information secure and won't share it with anyone without your permission.

Besides using this information to give you relevant energy efficiency information, we'll also use it to better forecast our customers' future energy needs and send you accurate bills. We also receive alerts from your smart meter if there's a problem with your supply or meter. Details of your rights and choices around smart meter data can be found at edfenergy.com/smartdata

Here's how to keep your in-home display on top form



Connection lost?

- Move your in-home display closer to the meter.



Out of juice?

- Keep your in-home display plugged into a socket. Your gadget requires mains power to function.



Need to Reset?

As with all technical gadgets sometimes they stop working and need a little nudge. Turn it off, disconnect it from the power source, take out the batteries - wait a minute - then repeat the process in reverse. Please note it can take up to 24 hours for your usage information to appear.

Still having problems?

Check our website for more troubleshooting tips at edfenergy.com/smart-meters/using-a-smart-meter

Your meter.....

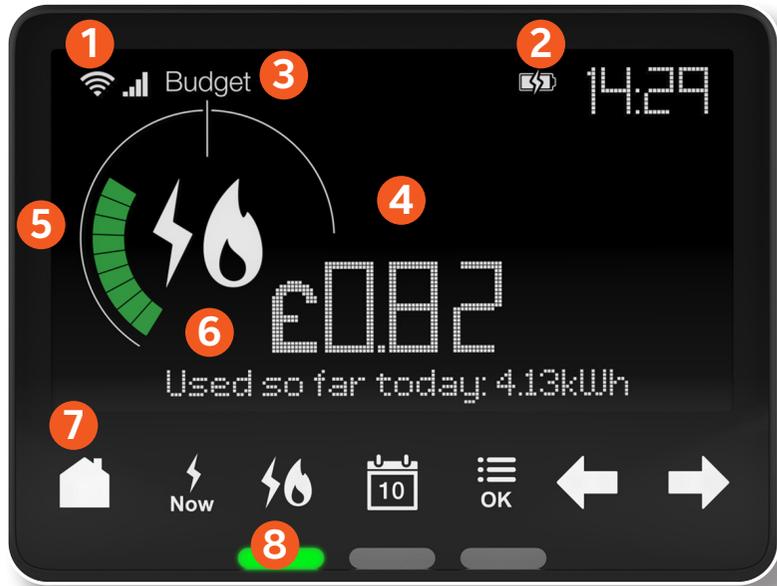
Your new smart meter has two modes.

- Smart credit mode where you continue to pay bills e.g. by direct debit
- Smart Pay as You Go (where you top up your meter on your phone or at the shop)

The next couple of pages explains how your in-home display works. If you have a Smart Pay as You Go meter please also check out pages 10 and 11.

*Your electricity information updates every 30 seconds and your gas about every 30 minutes.

Your Chameleon 3 in-home display



1 Signal strength

Shows if your in-home display is close enough to your meter.

2 Battery

Remember to plug your in-home display in and keep it charged. There are two battery symbols. One shows 'low battery', the other shows whether 'mains connected'. They should not appear at the same time.

3 Budget marker

Shows the maximum you want to spend each day.

4 Cost display

Shows your costs. Use the arrow keys in the control panel to scroll back through costs for previous days. Consumption (kWh) is shown on the lower display. This will swap over when looking at how much energy you're using.

5 Budget dial

See how much of your daily budget you've used.

6 Fuel view

See your electricity use, gas use - or both.

7 Control panel

Use this to control your in-home display.

8 Traffic light

Shows you how much energy you're using right now. Green is great. Amber means you've got a few things on. Red means it's time to switch something off! Remember, your in-home display takes a few days to learn what's normal for you - so keep an eye on what the traffic light is telling you over the weeks to come.

Starting off

Your in-home display works by talking to your meter and giving you constant updates on what you're using. Your electricity information updates about every 30 seconds and your gas about every 30 minutes.

When you switch your in-home display on, it takes a moment to "find" the meter and start talking to it. It should take less than a minute for your electricity consumption to display - and a couple

of minutes for your gas information to show up.

Your in-home display is set to an "average" household, but after a couple of weeks it will learn the average for your home.

Why does my bill look different to my in-home display?

Your bill shows vat and standing charges separately, while the in-home includes these in the energy costs displayed.



A Home

Use this touch control to cancel what you're doing and go to the home screen.

B Now

Shows what you're using right now.

C Fuel

If you're tracking electricity and gas, the home screen shows you both combined. If you want to see this individually, tap on the fuel button. One tap for electricity, two for gas, three to show you both together.

D Calendar

Use this to check what you used today

- or so far this week, month or year. Tap once for a view of this week, twice for this month - and three times for this year. If you want to see what you've used in previous weeks or months, use the arrow keys as well.

E Menu/OK

Tap OK, then use arrows to scroll through your account information, meter readings, settings and to set your budget.

F Forward and back

Use the arrows to scroll through options or information on the screen. On the home screen, you can use the arrows to move between days to see your usage over the last week.

Why not challenge yourself and set yourself a budget



Tap this button



Use the arrows to increase or decrease your daily budget. When you get to the amount you want to set, tap OK



Tap this to scroll through



Tap this button, and you'll see your budget marker in a new position



Tap OK when you get to the settings option. Then tap ok when you get to set budget.

Your IHDL SmartView in-home display



1 Signal strength

Shows if your in-home display is close enough to your meter.

2 Battery

Charging status and battery level. Remember to plug your in-home display in and keep it charged.

3 Fuel displays, electricity, gas or both

See your current electricity, gas or both as cost and usage

4 Budget marker

Visible budget marker: see how you are doing against your personally set budget.

5 Today's usage for electricity, gas or both

See what you have spent so far today for electricity, gas, or both.

6 Control panel

Use this to navigate your in-home display

7 Traffic light

Shows you how much energy you're using right now. Green is great. Amber means you've got a few things on. Red means it's time to switch something off! If you have a budget set, the light will adjust to how you are performing against your budget.

8 Main menu

Press 'OK' to access the Main Menu where you can select a fuel and view Historical data by day, week, month or year and even set a Daily Budget

Starting off

Your in-home display works by talking to your meter and giving you constant updates on what you're using. Your electricity information updates about every 30 seconds and your gas about every 30 minutes.

When you switch your in-home display on, it takes a moment to "find" the meter and start talking to it. It should



take less than a minute for your electricity consumption to display – and a couple of minutes for your gas information to show up.

Why does my bill look different to my in-home display?

Your bill shows vat and standing charges separately, while the in-home includes these in the energy costs displayed.

A OK

Press to access the Main Menu at the Home Page. Press and hold the OK button to restart.

B Navigation Buttons

Use the arrows to navigate around the screen and move between screens

C Return

Press back arrow to return to the previous screen. You can also press and hold the back arrow when on the home page to access an overview of your recent energy usage compared to your budget (if you've set one up) and to previous days, weeks and months.

Why not challenge yourself and set yourself a budget

-  Press 'OK' to head to the Main Menu. Select Electricity or Gas and 'Daily Budget'
-   Use the arrows to change the budget type
-  Press 'OK' to select
-   Use the arrows to customise and adjust budgets
-  Press 'OK' to confirm

Your Geo Trio II in-home display



1 Signal strength

Shows if your in-home display is close enough to your meter.

2 Energy now

The Energy now screen is divided in half, with the left side being about electricity consumption and the right about gas.

Only the available energy types will be shown - the gas flame will not be shown if you do not have a gas smart meter, for example.

3 Energy today

See what you have spent so far today, and if you have set a budget see how you are doing against this.

It will predict, based on your usage for the same day the previous week, if you'll be in budget for the day. The outer circle fills as you use energy, alerting you if you are getting close or going over budget

4 Cost display

Shows your costs. Use the 'Selection' button to change between £/hr (default) or energy kWh.

5 Control panel

Use this to navigate your in-home display.

6 Traffic light

Shows you how much energy you're using right now. Green is great. Amber means you've got a few things on. Red means it's time to switch something off!

Starting off

Your in-home display works by talking to your meter and giving you constant updates on what you're using. Your electricity information updates about every 30 seconds and your gas about every 30 minutes.

When you switch your in-home display

on, it takes a moment to "find" the meter and start talking to it. It should take less than a minute for your electricity consumption to display - and a couple of minutes for your gas information to show up.

Why does my bill look different to my in-home display?

Your bill shows vat and standing charges



A Home

Tap this button to enter the menu where you can view your usage history, your current tariff, meter readings, personalise your settings and to set a budget.

B Forward and back

Use the arrows to navigate around the screen and move between *Energy now*, *Energy today* and *Prepay balance* (if applicable) tabs.

C Selection

Use this button to make selections and to see your energy in £/hr (default) or energy kWh.

D Return

Press to return to the previous screen.

Why not challenge yourself and set yourself a budget



Press 'Home'



Use the arrows to scroll to 'Settings' and press the 'Selection' button



When you get to the budget option, press the 'Selection' button again to select it



Use the arrows to set a budget

Welcome to Smart 'Pay as You Go'!

We'll email or text you in the next couple of days to let you know when your new account is ready. Then it's time to Top Up. Don't worry your supply will stay connected while we set up your account.

Existing balance on your old meter? We'll transfer this automatically, usually within 48 hours. Occasionally it may take up to 10 days. We'll also let you know when this is complete.

You can use the guide for your in-home display from pages 4 to 9 and find a helpful video demonstration of your in-home display by going to edfenergy.com/payg-smart-help

Additional information for Pay as You Go customers

Topping up

With the EDF App or in EDF MyAccount on your device you can:

- See your balance and top up
- Save your card details for easy payments
- Set automatic top ups and low balance alerts

It's easy - simply download the EDF app from the App Store or Google Play. Or login to edfenergy.com/myaccount using your new account number. Not registered yet? It only takes a few minutes.

Other ways to top up

You can top up at any **Paypoint**

Keeping you connected: We have a customer friendly approach to our smart meters. This basically means that you won't lose supply "out of hours" or until the next working day. You will pay this back the next time you top up your meter.

How your credit is spent: It pays for the energy you use, daily standing charges and any debt repayments

Going away? Make sure there's enough credit to keep your appliances on (like your freezer). Either download our app so you can top up from anywhere. Or top up before you go. .

No more bills: You'll no longer receive bills, but you can view your top up history via MyAccount

If you owe us money: You can use Pay as You Go to repay any outstanding debt you have. We spread your payments over a time period and amount that that you can afford, interest free

*Calls to UK wide numbers are included in any inclusive call plan you may have. If you don't have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you're unsure

Other useful information about your Pay as You Go in-home display



Geo



Chameleon



IHDL

Low credit alert	If your credit goes below £5 you will get a warning message.	If your credit is low your in-home display will show a message at the top of the home screen.	If your credit is low your in-home display will show a warning message and alert at the top of the screen
Activating Emergency credit	You can do this when your balance is £1 or lower. Tap 'home' and scroll to 'Prepay'. Use the selection button and scroll to activate emergency credit. Use the arrows to choose electricity or gas fuel type.	You can do this when your balance is £1 or lower. Go to Menu/OK, choose 'Select Emergency Credit' and tap 'OK'. Tap the gas and electricity symbol to choose the fuel type.	You can do this when your balance is £1 or lower. Press 'OK' to go to the Main Menu and select your fuel. Select 'My Account' and press 'OK'. Select 'My Credit' and press 'OK'. Use the arrow to select 'Activate' and press 'OK'
Debt	If you've built up debt, you can view what you owe. Tap 'home' then use the arrows to get to 'meter balance' and tap 'OK'.	If you've built up debt, you can view what you owe. Go to Menu/OK and use the arrows to move to 'Debts' and tap 'OK'.	If you've built up debt, you can view what you owe. Press 'OK' to go to the Main Menu and select your fuel. Select 'My Account' and press 'OK'. Select 'My Debts' and press 'OK'
Reactivate supply Electricity	If you've been disconnected you'll need to top up first, then reactivate your supply. Tap 'home' to enter the menu. Use the arrows to scroll to 'Prepay' and tap the selection button. From the options select 'Enable supply' and tap the selection button.	If you've been disconnected you'll need to top up first, then reactivate your supply. Go to Menu/OK, choose 'Activate supply' and tap 'OK'.	If you've been disconnected you'll need to top up first, then reactivate your supply. If you apply credit a pop up "Enable Supply" will appear. Select 'Enable Supply'
Reactivate supply Gas	If you need to reactivate your gas supply go to your gas meter and press the black button 'B' until it changes. Then follow the instructions. You cannot use your in-home display to reactivate the supply.	If you need to reactivate your gas supply go to your gas meter and press the black button 'B' until it changes. Then follow the instructions. You cannot use your in-home display to reactivate the supply.	If you need to reactivate your gas supply go to your gas meter and press the black button 'B' until it changes. Then follow the instructions. You cannot use your in-home display to reactivate the supply.
Top up not reached the meter? (more information can be found online at edfenergy.com/myutrn)	You will need to manually enter your UTRN to the in-home display. Tap 'home' to enter the menu and scroll through to find 'Apply Top Up Code' and tap 'OK'. Use arrows to scroll through the numbers and press 'OK' to select the number. When you have entered all the numbers tap 'OK'. 'Top up Sent' message and then 'Top up Accepted' appears on the screen.	You will need to manually enter your UTRN to the in-home display. Press Menu/OK then use the arrows to get to select 'Top-up'. Select the fuel you wish to top up. Use arrows to select each digit and press 'Selection' button to confirm. Once the whole code has been entered - confirm using the 'Selection' button. Select 'OK' to return to your home screen.	You will need to manually enter your UTRN to the in-home display. Press 'OK' to go to the Main Menu and select your fuel. Select 'My Account' and press 'OK'. Select 'My Top-Ups' and press 'OK' and 'OK' again to select 'TopUp Now'. Use the arrow buttons to select each digit, pressing 'OK' to confirm and press 'OK' again to 'Confirm'

Need more help? Go online at edfenergy.com/payg-smart-help where you'll find lots of support including videos and FAQs

Save smart

You could save around £300 a year by following these quick and easy tips. Best of all, they won't cost you a penny.

£95

Spend one minute less in the shower and add an aerating showerhead

£30

Wash your dishes in a bowl rather than under a running tap

£5

Only use the washing machine when you have a full load and wash at 30°

£30

Use a drying rack instead of a tumble dryer



Have you discovered Energy Hub yet?

You can be even smarter! Log in to MyAccount and start using Energy Hub to see:

- ✓ A personal energy dashboard driven by your smart meter data
- ✓ How much energy you use at different times of the day, and where in the home you use it, right down to things like cooking and heating
- ✓ Handy tips to help you save energy and money



£13

Turn your lights off when you leave the room

Close your curtains at night and avoid covering radiators with washing

£80

Turn your thermostat down by one degree

£30

Don't leave electrical appliances and chargers on standby

Eco smart

If everyone in the country got a smart meter, we could save enough energy to power every home in Manchester, Cardiff and Aberdeen for a whole year. So thanks for doing your bit.

Help with energy saving measures

You might be eligible for a grant to help you install energy efficiency measures in your home. Visit edfenergy.com/smartheating for advice on insulation and low carbon heating alternatives.

- £200**

Install a new energy efficient boiler
- £145**

Cavity wall insulation can save up to 640kg of carbon
- A+++ energy efficient appliances could save up to 580kg of carbon over their lifetime
- Super efficient heating alternatives such as heat pumps could save around 2 tonnes of carbon
- Upgrading to smart storage heaters could save up to £390 a year



- £130**

Insulate your loft and save up to 50kg of carbon
- £110**

Install A-rated double glazing
- £75**

Swap your radiator valves for thermostatic ones
- £35**

Use LED or energy-saving lightbulbs

These estimated annual savings come from the Energy Saving Trust website. They're based on an average three-bedroom semi-detached home. If you'd like to find out more, go to energysavingtrust.org.uk.

<https://energysavingtrust.org.uk/advice/air-source-heat-pumps/> - based on 4 bed home

It's good to know extra support is on hand

Priority Services

It doesn't matter how on top of things we are – every now and again we all need a bit of extra help. And here at EDF, we want to make sure you know where to find it. So if you're worried about bills or managing your finances, need to receive your communications in large print, on CD or in Braille, or want to make sure you're not missing out on any benefits, we're here to lend a hand.

To find out more about our Priority Services and to register visit **edfenergy.com/help-support/PSR** or give us a call on **0808 160 6906** (minicom **0800 096 2929**). Lines are open Monday to Thursday 8am to 6pm and Friday 8:00am to 4pm

Independent help from Citizens Advice

We're also working with Citizens Advice Plymouth to give our residential customers across the country independent advice on managing their money. You can call them on 0808 223 1133, or 0300 330 0519 from a mobile phone. Small business customers can call Citizens Advice on 0808 223 1133 (England & Wales) and 0808 196 8660 (Scotland)

Your old meter readings - for info only:

	Electricity Meter Details	Gas Meter Details
MPAN / MPRN		
Rate 1		
Rate 2		
Rate 3		
Rate 4		
Credit Balance:		
Debt Balance:		

I received advice and was shown a card by my installer, advising me to turn off all sensitive equipment. Yes (please tick)	<input type="checkbox"/>
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Customer Signature:	Date:
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Smart Energy GB is the independent organisation set up by government to run the national campaign for rolling out smart meters. It's working alongside energy suppliers, including EDF, to make sure everyone has access to the information they need about smart meters. Go to smartenergyGB.org to find out more.