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Smarter living starts here
You’ve had a smart meter installed. Now you can start taking control of the energy you use and save money by reducing your wastage.

Because small changes can mean big savings…
If everyone in the UK remembered to turn appliances off standby we could reduce energy wastage by £227m a year. Every year £28.9m is wasted on mobile phone chargers alone. Uswitch

Get more from your in-home display
• Put the display somewhere you can always see it. This will help you keep an eye on the traffic light system.
• Try taking the display round the house and turning different appliances off and on. You’ll be able to see how this affects the energy you’re using, and how much it costs.
• Once you’ve got a good idea of what you’re using each day and week, you might want to set a budget to help save energy.

Don’t just take our word for it…
‘It’s really helpful and easy to understand. Great piece of kit to help you save money on energy!’
Mr Hartwell, an EDF customer from the south east
Your Chameleon 3 in-home display

Starting off
Your in-home display works by talking to your meter and giving you constant updates on what you’re using. Your electricity info 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.

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

**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.

**Budget marker**
Shows the maximum you want to spend each day.

**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.

**Budget dial**
See how much of your daily budget you’ve used.

**Fuel view**
See your electricity use, gas use – or both.

**Control panel**
Use this to control your in-home display.

**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.

**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.

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

**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**

1. **Tap this button**
2. **Tap this to scroll through**
3. **Tap OK when you get to the settings option. Then tap ok when you get to set budget.**
4. **Use the arrows to increase or decrease your daily budget. When you get to the amount you want to set, tap OK**
5. **Tap this button, and you’ll see your budget marker in a new position**
Your Geo Trio II in-home display

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

### 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.

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

### Cost display
Shows your costs. Use the ‘Selection’ button to change between £/hr (default) or energy kW.

### Control panel
Use this to navigate your in-home display.

### 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 info 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.

### 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
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.

- Spend one minute less in the shower and add an aerating showerhead: £95
- Wash your dishes in a bowl rather than under a running tap: £30
- Only use the washing machine when you have a full load and wash at 30°: £5
- Use a drying rack instead of a tumble dryer: £30
- Turn your lights off when you leave the room: £13
- 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: £5
- Check your in-home display when you leave the house or go to bed to see if you’ve left anything switched on. And have a look at the checklist on page 12 to help keep you stay on track with your new energy habits.

These estimated annual savings come from the Energy Savings 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.
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.

- **£70**
  - With solar panels you could save up to 1.6 tonnes of carbon
- **£200**
  - Install a new energy efficient boiler
- **£145**
  - Cavity wall insulation can save up to 640kg of carbon
- **£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

Help with energy saving measures
You might be eligible for a grant from the ECO Scheme to help you install energy efficiency measures in your home. Go to energysavingtrust.org.uk to find out more. You can also get advice on ways to generate your own renewable energy.

These estimated annual savings come from the Energy Savings 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.
Smart checklist

Use this checklist to help you stay on track with your energy savings.

☐ Take your in-home display for a walk around your home to understand how much energy your appliances use.
☐ Put your in-home display somewhere you can see it at a glance.
☐ Check your display before you go out and last thing at night to make sure you haven’t left anything on.
☐ Set a budget and make sure you’re on track.
☐ Don’t leave appliances on standby and unplug chargers when you’re not using them.
☐ Replace old inefficient bulbs with new energy saving ones.
☐ Install an aerating shower head (some water companies give them to their customers for free).
☐ If you have an immersion water heater, try to keep the temperature at 60°C/140°F.
☐ Check if smart plugs could save you money. Make sure your central heating’s at the right temperature and that the timings are right for your lifestyle (e.g. make sure it’s not coming on when there’s no one home).

Troubleshooting your in-home display

Something not working? Try the following to sort it out.

Connection lost?

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

Out of juice?

☐ Plug the in-home display into the mains.

Seeing unexpected peaks in energy usage?

☐ Take your in-home display round the house, turning appliances off and on to see what’s causing this. It’s likely to be things like your oven, kettle, heater, dishwasher or washing machine.

Need to reset your in-home display?

Chameleon – Unplug from the mains
Hold down the power button on the back for 5 seconds, wait 1 minute then reconnect to power and switch on.

Geo – Unplug from the mains
Remove the batteries for 1 minute, re-insert then reconnect to the power supply.

Still having problems?

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

Be smart, stay safe

☐ Only use the power cable we give you.
☐ Don’t use your in-home display if the adaptor or cable is damaged.
☐ Keep it away from water or other fluids, and chemicals.
☐ Don’t open the in-home display – it doesn’t have any serviceable parts.

Finished with your display? Don’t throw it in the rubbish. Send it back to us at EDF, 255 Broadway, Bexleyheath, Kent DA6 8ET.
**Smart Metering Code of Practice**

EDF is proud to be a signatory to the Smart Metering Installation Code of Practice (SMICoP), which was approved by Ofgem in April 2013. The main objectives are to:

- Deliver a high standard of service throughout the installation process
- Make sure you know how to use and benefit from the smart metering equipment installed by us
- Give you a better understanding of how to improve the energy efficiency of your home.

You can find a copy of the Smart Metering Installation Code of Practice at [edfenergy.com/smicop](http://edfenergy.com/smicop)

**Making a complaint**

At EDF we always try to give customers the best service, but we don’t always get things right. If we’ve made a mistake and you’d like to complain, simply contact a member of our team using our Live Chat facility on [edfenergy.com/MyAccount](http://edfenergy.com/MyAccount), call us on 0333 200 5100, email us at customer_correspondence@edfenergy.com or write to us FREEPOST: EDF – PLYMOUTH. If it’s more convenient you can visit any of EDF’s customer service offices.

If you need more information about our complaint procedure, you can find it at [edfenergy.com/makingacomplaint](http://edfenergy.com/makingacomplaint). Or we can post a free copy of our Making a Complaint booklet to you.

**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/ps](http://edfenergy.com/ps) or give us a call on 0800 269 450 (minicom 0800 096 2929). Lines are open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.

**Independent help from Citizens Advice**

We’re also working with Citizens Advice Plymouth to give our customers across the country independent advice on managing their money. You can call them on 0808 156 6666, or 0300 330 0519 from a mobile phone.
### Your old meter readings – for info only:

<table>
<thead>
<tr>
<th>Electricity Meter Details</th>
<th>Gas Meter Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MPAN / MPRN</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Rate 1</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Rate 2</strong></td>
<td></td>
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<td><strong>Rate 3</strong></td>
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<tr>
<td><strong>Rate 4</strong></td>
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</tr>
<tr>
<td><strong>Credit Balance:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Debt Balance:</strong></td>
<td></td>
</tr>
</tbody>
</table>

I received advice and was shown a card by my installer, advising me to turn off all sensitive equipment. Yes (please tick)

Customer Signature: ___________________________  Date: ________________

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As part of EDF’s commitment to quality, safety and continuous improvement a Quality Assurance inspector may call at your property to complete an inspection on your metering equipment.

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**More information about smart meters**

Go to edfenergy.com/smartmetering for help and advice on smart meters, including FAQs and energy saving information.

English not your first language? You can get this information in another language by calling us on 0333 009 7000.