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.

We're really pleased you've chosen smart and hope you enjoy being in control of your energy

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

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 choice ……..

Your new smart meter has two modes and you will have made your choice when booking your appointment:

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

The next couple of pages are for smart pay as you go customers only. If you're a smart credit customer please go directly to page 6

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

Welcome to Smart ‘Pay as You Go’!

We’re so glad you’re on board.

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.

Topping up

With the EDF App or in 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
By calling our automated phone line on 0333 009 7111^ or at any PayPoint using your Top Up card or just your Top Up ID

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.

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

^ 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

Smart ‘Pay as You Go’ using your In-home display

Your In-home display will show your current credit balance on the home screen.
Your electricity balance updates every few seconds and your gas meter every 30 minutes



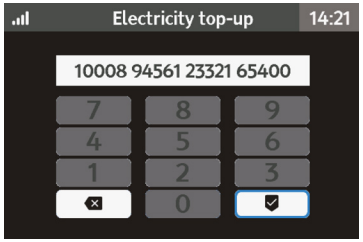
Low credit alert

Your in-home display will show a warning message on your home screen.

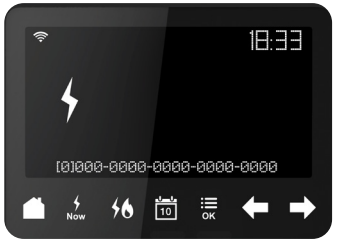
Need emergency credit? This is stored on your meter in case you can’t top up for any reason. You will pay this back when you next top up. You can activate this when your credit balance is £1 or less. You can find emergency credit (£10 for each fuel) in the menu on your In-home display

Top up not worked? If the credit doesn’t reach your electricity meter you can add it manually on your In-home display using the 20 digit Unique Transaction Reference Number (UTRN) You can find this number on your top up receipt, confirmation message or MyAccount under Top Up History.

GEO IHD screen



Chameleon IHD screen



For gas meters go to **edfenergy.com/myutrn** to see how to enter your UTRN directly onto your meter

Supply disconnected? You’ll need to top up first and then select “Activate Supply” or “Enable supply” on your In-home display menu to reconnect your electricity supply

To reconnect your gas supply on your meter go to **edfenergy.com/payg** where you’ll find helpful FAQs

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 kW.

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!

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.

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.

Enrol in EnergyHub through MyAccount to see exactly how you are using your energy and to receive tips to save money

£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



£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

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.

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

*https://www.dimplex.co.uk/sites/default/files/Running_Cost_Report_2014.pdf

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.

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/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 223 1133, or 0300 330 0519 from a mobile phone.

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)	

Customer Signature:	Date:

smart meters
Join the energy revolution

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.

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