



# USER GUIDE

Dual Fuel

Dual Fuel SMETS 2 meters

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# Your in-home display

## Safety guidelines

Please read these safety guidelines carefully before using your smart in-home display.

- The in-home display is designed for indoor use only. Do not expose to excessive moisture and do not immerse in water or any other liquids. If the in-home display does get wet, disconnect and turn it off. Ensure it is completely dry before turning back on
- Always switch your in-home display off before cleaning it
- Avoid dropping or shaking as this could damage your in-home display
- Do not attempt to modify or repair your in-home display. If an issue does arise, please contact us
- Only use the power adaptor supplied with the in-home display
- Always supervise children using the in-home display
- Your in-home display contains a lithium ion battery which should not be exposed to heat. Do not attempt to puncture the battery or dispose of it in a fire
- This product is compliant with RoHS regulations

# About your in-home display

The in-home display allows you to track your energy usage within your home. It collects data from your gas and electricity smart meters and uses this to give simple, real-time conversions of your actual usage and spend.

The meter installer will leave your in-home display in a location which is accessible to you and has high signal strength to ensure it retrieves data from both of your meters. We do suggest you keep it in or as near to this location as possible.

To get the most from your in-home display, it should be plugged in at all times. If you were to unplug it, it has an internal battery that would keep it working for up to 4 hours, after this time, you would need to plug it back in to charge.



It costs less than 20p per year to leave your in-home display plugged in.

Your in-home display has features which are specific to your smart prepayment meter and enables you to:

- See your available credit in pounds and pence
- Enter a top-up onto your meter if your regular top-up method did not work
- Receive an alert when your credit is running low
- Activate the emergency credit facility
- View your top-up payment history
- Reconnect your electricity supply if it has been cut off

# Your in-home display

## Functions

Your in-home display has a built in tutorial function. To access this facility, navigate to 'menu', scroll to the second page by using the arrow on the right hand side of the screen and you will see 'tutorial'.

On the numeric display you can tap through so that it shows 'meter balance' which will show you how much credit you have remaining on each of your supplies.



Below you will find a list of useful functions on your in-home display:

1. **Battery Indicator** battery level and charging status
2. **Signal Strength** the signal strength between your smart in-home display and your smart meter
3. **Budget Indicator** the budget line indicates your personally set budget (for more information, see the 'Setting a Budget' section)
4. **Time** current time in 24hr format
5. **Fuel Type** shows your fuel type (electricity, gas or both)
6. **Energy Usage Dial** see your energy usage at a glance. Low = green, medium = orange, high = red
7. **Numeric Display** see your energy usage and costs in monetary value
8. **Time Period** the time period for the information on your display i.e. day, week, month or year
9. **Menu Button** access the menu of your in-home display to use its functions
10. **On/Off Button** the on/off button is located on the back of the in-home display

# Your in-home display

## Credit alerts



### Warning – low credit icon

On the home screen of your smart in-home display, you can see your remaining balance at any time. The in-home display will also remind you to top-up when your meter balance is running low as an alert will sound and the 'low credit' icon will appear on the display. This alert will show until your meter balance is over £5.

### Emergency credit

If you have not acted on notifications that your credit is low, you can activate your emergency credit if you have £2 or less of positive credit remaining. To do this, press the 'menu' button and select 'E-credit'. You will then need to select a fuel i.e. electricity, gas or both and then select 'OK' to complete the process.

When you are in your emergency credit, you will see an icon appear on your screen.



After activating your emergency credit for your supplies, if you had gone off supply, you may need to go to your meters and follow the prompts on the display.

# Your in-home display

## Menu

The 'menu' button is located at the bottom right of the in-home display. This button allows you to amend settings, navigate through screens and even customise your in-home display to best suit your needs.

The below options are what you will see on your in-home display menu:



**Key Tones** tones can be turned on or off

**Budget Alert** if you set a budget, you will be alerted when you are close to reaching it

**Language** select your required language

**Clear Settings** clears settings and restores factory settings

If you wish to go back to the home screen after navigating through the menu, select the 'home' icon at the bottom left of the screen

**Set Budget** allows you to set a budget to help stay on track with how much you are spending on your energy

**Messages** we may send messages to you via your in-home display

**Settings** Settings you can personalise your in-home display here. This includes screen brightness, screen view and language options etc.

**Screen Brightness** adjust the brightness of the screen

**Night Mode** if enabled, the device will dim between midnight and 7am



# Your in-home display

## Reconnecting your supply



If you have used all of your credit and emergency credit, your electricity supply may be cut off.

Once you have topped-up enough to get out of the emergency credit facility and have at least £1 credit on your meter, you can reconnect your electricity supply using your smart in-home display.

To get your electricity back on supply, navigate to 'menu', 'activate', followed by 'yes'. Select 'continue' and your in-home display will show 'your electricity supply is now active'. Select 'OK' to complete the action and return to the 'home' screen.

# Your in-home display

## Setting a budget



Using your in-home display, you can set a budget that will help you stay on track with your energy expenditure.

To set your budget select 'menu', followed by 'budget'. This allows you to set and adjust your daily, weekly, monthly or yearly budget.

You can set individual budgets for both your gas and electricity meters.

Choose which fuel you would like to adjust the budget for and select 'change'. Use the arrows to increase or reduce the budget value and tap the time period button to select the period for which you would like to adjust the budget. To set the desired budget value and to complete the action, select 'set' followed by 'OK'.

# Downloading the app

Visit the App Store or Google Play to download the MySmartE app.



## Logging in for the first time

Fill in your details to log in and validate your account.

If you are registering via email, your validation email will be sent to your email address.

If you are registering via your mobile number, MySmartE will send you a text with the pin to input into the app.

If you have any difficulty logging in or we do not have your most up to date information, please raise any enquiry through [www.e.org/help](http://www.e.org/help) and select 'I have a MySmartE mobile app enquiry'.

Please be aware it can take up to 2 working days for your details to update.

# Top-up

To make a payment, fill in your card information. When you make your payment you can choose to save your card details so making a card payment next time will be quicker. A confirmation receipt will be sent to your email.

Top-up screen  
Guest top-up

7:02 47%

< Top-up

Select the amount you would like to top-up and enter your card details.

£10 £15 £20 Other

Select card type ▼ Expiry date (mm/yyyy)\*

Card number\* CVV

Name on card\*

Card nickname\*

[Use saved payment card instead](#)

Top-up

Top-up screen  
Saved card

7:02 47%

< Top-up

Select the amount you would like to top-up and enter your card details.

£10 £15 £20 Other

Choose card

Card nickname (Main card) ▼

Card security code\* (on the back of the card)

Card security code\*

[Use new payment card](#)

Top-up

# Where to top-up

When your meters are installed, you will be issued with your prepayment smart top-up cards which will enable you to top-up your meters from home or at your nearest PayPoint outlet.

You can also top-up using any of the following methods:

- Our App from the App Store or Google Play
- On our website [www.e.org/top-up](http://www.e.org/top-up)
- Our automated top-up line 0121 621 4030
- By text message 0121 285 6322 (you must first register your mobile number and payment details online)

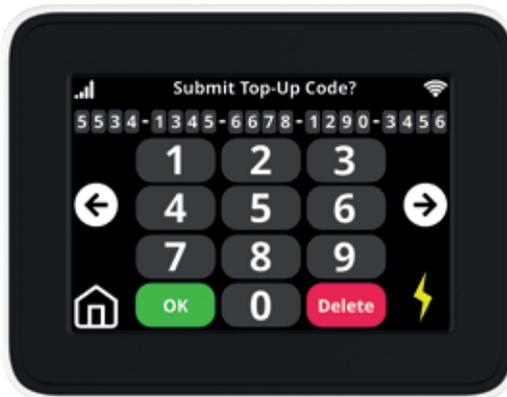


# If your top-up didn't work

There can sometimes be a delay in the credit showing on your meter however, when you topped-up, you will have been given a unique transaction reference number (UTRN) which you are able to enter directly on to the in-home display which will add the credit to your meter.

To add the credit using your UTRN, select 'Menu' followed by 'Top-up'. This screen will show you your different fuels and their balances. Select the fuel you have attempted to top-up and you will be asked for a code. Using the numbers on the screen, enter your UTRN (which you will find on your receipt).

When you have finished, select 'OK' and the screen will confirm whether the UTRN has been accepted or rejected.



# If your top-up didn't work

You can also enter the UTRN into the meter itself.

**For your electricity meter** - firstly, you will need to press button A on your meter 9 times until your meter shows the following screen.



Use button A, to scroll through the numbers, once the number you need is displayed, press button B to move onto the next number.

Once you have entered all of the UTRN, ensure the last number on the screen is highlighted and press and hold button B.

Your meter will then display either rejected or accepted.

**For your gas meter** - firstly, press button B to wake up the meter followed by button C to access the gas meter menu.

Once on the menu, use button B to scroll to 'Prepayment'. When 'Prepayment' is highlighted, press button C.



Using button B, scroll to 'New Payment' and press button C. You will see the following screen.

Use button A to scroll through the numbers, once the number you need is displayed, press button B to move onto the next number.

Once you have entered all of the UTRN, ensure the last number on the screen is highlighted and then press button C.

Your meter will then display either rejected or accepted.

# Your smart electricity meter

The electricity meter display can notify you when the battery on your meter is running low. It will display a battery symbol with a strike through, flashing on and off. If you notice this symbol, you should contact your supplier.

**Button A** on your electricity meter is your main display menu.

You can scroll through each screen on this menu by repeatedly selecting A. You will use this menu the most as it shows you screens such as: meter balance, any debt on the meter, emergency credit balance, standing charges and the screen to enter your top-up code if your regular top-up method didn't work.

You can also press button A once to view your meter balance.

**Button B** will show you screens which are for information purposes, such as: the mode your meter is currently operating in (prepayment/credit) and the signal strength on your meter.

Pressing A and B together will restore the power to your property following a power cut (if it doesn't come back on automatically). You must press A and B simultaneously for a minimum of 10 seconds when prompted by the LCD display.



**If your credit is below £2**, your electricity meter will notify you that you can access your emergency credit.

The screen will prompt you to press either button B to activate or button A to cancel.

If you cancel the alert in error, you can keep pressing button A until you locate the pop –up again.

# Your smart gas meter

Your gas meter can alert you to important information by displaying symbols on the screen. The symbols appear at the top of the display when either the volume or the balance screen are displayed. Most of these alerts will also show on your in-home display however, if your in-home display loses signal, you can check for the alerts on your meter.

## Button A

Pressing button A once on the gas meter will show a 'V' followed by a number, this is your meter reading. Pressing button A again (for the 2nd time) will show 'BAL' on the left of the screen and '£' on the right, this is the meters balance. Pressing A again (for the 3rd time) will show 'EMC' on the left of the screen and '£' on the right, this is the emergency credit balance.

You can also press button A twice to view your meter balance.

## Button C

To navigate through the gas meter, press C to gain access to the main menu. This allows you to scroll through the menu where you can see information such as: past top-ups, tariff information, meter balance.



**If your credit is below £2** your gas meter will notify you that you can access your emergency credit.

Firstly, press button B to wake up the meter followed by button C to access the gas meter menu.

Once on the menu, use button B to scroll to 'Prepayment' and when 'Prepayment' is highlighted, press button C.

Using button B, scroll to 'emerg.credit'. Your emergency credit will show 'status.available', once this is highlighted, press button C to activate.

# Your smart gas meter



**If your gas meter goes off supply** due to you having insufficient credit on your meter, you will need to top-up in order to get back on supply. Once you have topped-up, you will need to reconnect your gas supply.

Firstly, you need to ensure all appliances are switched OFF then press any button on the gas meter for it to reconnect.

The meter will display a countdown from 60 seconds, once this is done, you will be back on supply.

# Your smart gas meter symbols

Symbol	Definition
	Scroll down
	Scroll up
	Scroll left
	Scroll right
	Select/acknowledge
	Main menu
	Your meter battery is low - Contact your energy supplier
	“Low credit” alert - You need to top-up soon to avoid using emergency credit and incurring a debt or your supply cutting off
	“Emergency credit is available to be activated” alert
	“Emergency credit is in use” alert
	Your meter is out of credit but stayed on supply because of the non disconnect period - You will need to top-up as soon as possible
	Message alert - From your energy supplier

# Moving home

If you're moving home, please let us know prior to your moving out date so we can ensure your smart meters and in-home display are cleared of all consumption details and final meter readings can be taken before the new occupier moves in.

Please ensure you leave the in-home display at the property for the new occupier as this will only work with the smart meters at this property.

If you are moving to a property where we currently supply the energy and there are smart meters installed, let us know and we can ensure the smart meters are ready for you when you move in.

## FAQ's

### **What happens if I switch supplier?**

Your meter will be just as compatible with another supplier as it is with us however, it is always worth checking with them before you switch.

### **What happens if my in-home display loses signal?**

This is unlikely to happen unless you move the device from the location recommended by the engineer during the installation. If you do move the in-home display, it could lose connection to your smart meter.

When this happens, we recommend turning the device off (by pressing the on/off button on the in-home display) and leaving it turned off for up to 30 seconds. Move the unit closer to the smart meters and then switch it back on, this should re-establish the connection. Your in-home display should start to show your refreshed data within 30 minutes.

### **What are the benefits of a new generation smart meter?**

The newer smart meter is known as a SMETS2 meter (Smart Metering Equipment Technical Specifications: Second Version). These meters have the ability to communicate with all energy suppliers whereas, the previous version (SMETS1) only have the ability to communicate with the energy supplier that first installed them. They are treated as traditional, non-smart meters should you switch to an alternative supplier.

You can top-up your SMETS2 meters from the comfort of your own home and you have visibility of your meter balance without actually going to your meters. You can also change your payment mode without the hassle of arranging an appointment i.e. paying by monthly direct debit or receiving a quarterly statement instead of topping-up your meters.

## **What do the flashing lights on my electricity meter mean?**

One flashing red light on your electricity meter shows that the electricity supply is coming in to your property and everything is working correctly.

## **Are my smart meters safe?**

Smart meters use low level radio waves, the same as TV's, radios, mobile phones and WiFi. Public Health England (PHE) reviewed evidence and concluded that exposure to such low level radio waves poses no risk to your health.

## **What do I do if I run out of credit?**

If you run out of credit, you have access to £15 emergency credit on both of your smart meters. The next time you top-up, any emergency credit you have used will be deducted from the payment you have made.

If you run out of credit and are struggling to top-up, please call our Customer Service Team on 0333 103 9575 Monday to Friday 8am – 8pm or Saturday 9am – 5pm.

## **Where do I put my top-up card in the meter?**

You do not need to put your top-up card into the meter. When you successfully top-up, the credit will automatically go on to your meter with no further action required by yourself.

# Additional Information

## Power cut

If there is a power cut in your area, dial 105 to be put through to your Local Network Distributor.

## Smell Gas

If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services line immediately on 0800 111 999.

## Priority Services Register

We are committed to helping customers who may require extra support. If you, or someone in your household is of pensionable age, are disabled, has a long term illness, rely on electrically powered medical or mobility equipment, have children under the age of 5 or are otherwise in a vulnerable situation and require additional services related to your access, communication and safety needs, please contact our Customer Service Team.

## Statement/Bill Redirecting

We will send any statements or other correspondence to a person that you nominate, if that person agrees to receive them.

## Meter Readings

We will advise you of all meter readings taken if you contact us.

## Talking Statements

If you are partially sighted or blind, one of our advisors can call you to read a summary of your statement and answer any questions you may have.

## English not your first language?

If English isn't your first language, you can also view our user guide in Urdu, Polish, Arabic or Welsh by visiting [www.e.org](http://www.e.org)

## SMICoP

E (Gas and Electricity) Ltd, is a signatory of the Smart Meter Installation Code of Practice (SMICoP) whose main objectives are to ensure that as a customer, you receive a high standard of service throughout the installation process and as a result, know how to use and benefit from the smart metering equipment to help improve the energy efficiency within your home.

## Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use.

We're the official source of free and independent energy advice and support. Go to [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or contact the Citizens Advice consumer service on 0808 223 1133 (calls are free).

# Energy saving advice

At E, we are always looking for ways to help our customers reduce their energy usage so we offer energy saving advice which is tailored to you. If you would like to utilise this service, please contact our Customer Service Team on 0333 103 9575, alternatively, we've listed some of our top tips below.



Use energy saving light bulbs around your home, these can be purchased from any supermarket or DIY store.



Use Eco and Energy Saving programs on dishwashers, washing machines and dryers.



Install a flow reducer to reduce your water consumption during showers, so there's less water to heat.



Keep your fridge temperature between 0 and 5 degrees.



Unplug all the appliances that you aren't using regularly – even chargers continue to use electricity when they aren't charging.



Turning your thermostat down by 1 degree can save you as much as £60 per year.



Make your tumble dryer more efficient by cleaning the filter regularly and using a high spin in your washing machine before drying.



Use a timer to make sure your heating is only on when you need it.



90% of your washing machine's energy is used heating the water. Wash your clothes at 30 degrees.



Draught proof your external doors.

For further energy efficiency advice, including information about financial assistance towards the cost of measures available from the government, visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)



# Contact Us

Hopefully the user guide has answered all of your questions however, if you need any further information, please contact our Customer Service Team.

**Website:** [www.e.org](http://www.e.org)

**Customer Helpline:** 0333 103 9575

Monday to Friday: 8am – 8pm

Saturday: 9am – 5pm

**Email Us:** [customer.service@e.org](mailto:customer.service@e.org)

**Write to us at:** E, T3, Trinity Park, Birmingham, B37 7ES