



Your In-Home Display Guide

How to use your In-Home
Display

Welcome to the smart energy world

We would like to welcome you to your new Smart Meter and In-Home Display (IHD).

Your IHD will help you to see how and when you are using energy in your home. You will also be able to monitor how much you are spending, in pounds and pence.

If you decide to change how or when you use the appliances in your home, the IHD will show how these changes affect your energy consumption. This information can help you to become more energy efficient, reducing your bills.

If you have a pre-payment meter, you can also view your available credit so you know when you next need to top up.

Our guide aims to familiarise you with your IHD so you can set it up to best suit your needs.

We invite you to read the safety notice on page 13 of this guide carefully, so that you can learn how to look after your IHD correctly.

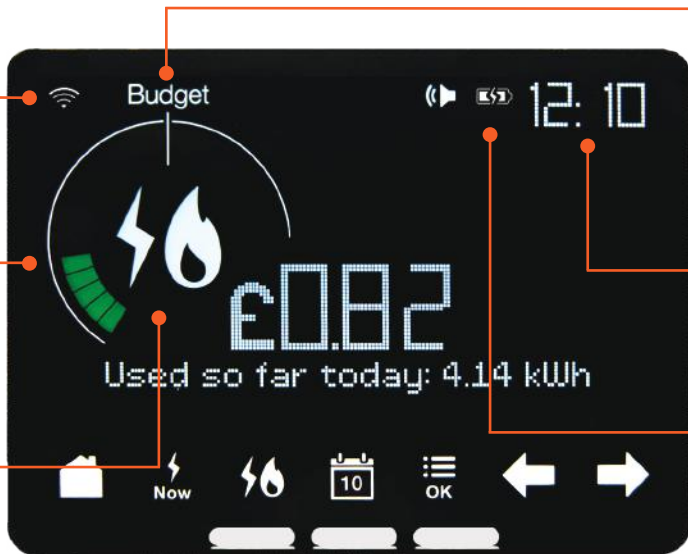


Viewing your IHD

Wireless Signal Strength
The signal between your IHD and your Smart Meter.

Energy Usage Dial
View your energy use at 3 levels - low (green), medium (orange) or high (red).

Fuel Type
Shows your fuel type - electricity, gas or both.



Budget Indicator
The budget line indicates your budget, set by you.

Time
Current time in a 24 hour format.

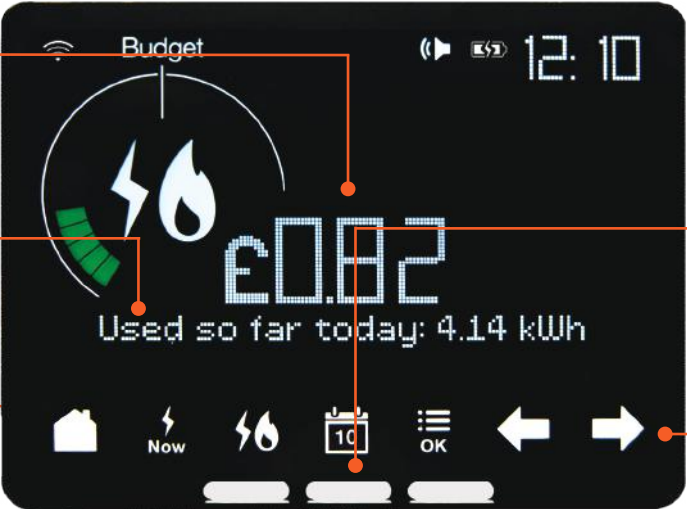
Battery Indicator
Battery level and charging status.

Viewing your IHD

Numeric Display
View your energy usage and costs in numbers.

Text Display
Displays text feedback, messages and prompts.

Power Button
Turn your IHD on or off by using the power button on the back of the device.



Electricity 'Now' Lights
View your current electricity usage as low (green), medium (orange) or high (red).

Control Buttons
Control your IHD, view different information and functions.

Navigating your IHD

Use the control buttons at the base of your device to navigate through your IHD, identifying how and when you are using energy on your premises.



Home – The home screen will show how much energy you have used today.



Now – See how much electricity you are using right now.



Fuel – Choose electricity or gas and view your energy usage by fuel type, or a combination of both fuels.



Calendar – You have the option to view the energy you have used so far today, this week, this month or this year. Use the left arrow button to review your usage history.



Menu/OK – Use this button to access various changeable settings. This button is also used to select an option.



Arrows – Scroll through different options using the left and right arrows.

For a tutorial on how to use your IHD, select Menu/OK and use the right arrow until you reach 'Tutorial', then press Menu/OK again to begin the tutorial.

Personalising your IHD

Your IHD can be customised in a number of ways to ensure it works for you.
Press MENU/OK and select Settings to change any of the below features:

- Set Budget – Set daily/weekly/monthly budgets for your electricity and/or gas.
- Screen Brightness – Adjust screen brightness between 5 options.
- Night Mode – Dims your device between 12am and 7am.
- Key Tones – Tone sounds when a button is pressed.
- Low Credit Alert - Receive an alert when low on credit (Applicable to pre-payment customers).
- Budget Alert – Receive an alert when you reach your set budget amount.
- Ambient Light – You have the option not to display the green/orange/red electricity 'now' lights.
- Language – Choose between English or Welsh.
- Clear Settings – Clears all settings.



View your usage in real-time

The energy usage dial on your IHD allows you to view if your fuel use is low, medium or high. As well as this, the dial can show you your consumption from this week, this month, or this year.

The 'now' lights allow you to view your usage in real-time. The light will change colour depending on the amount of energy being consumed. To swap between fuels press the dual fuel symbol.

What does low, medium and high usage mean to me?

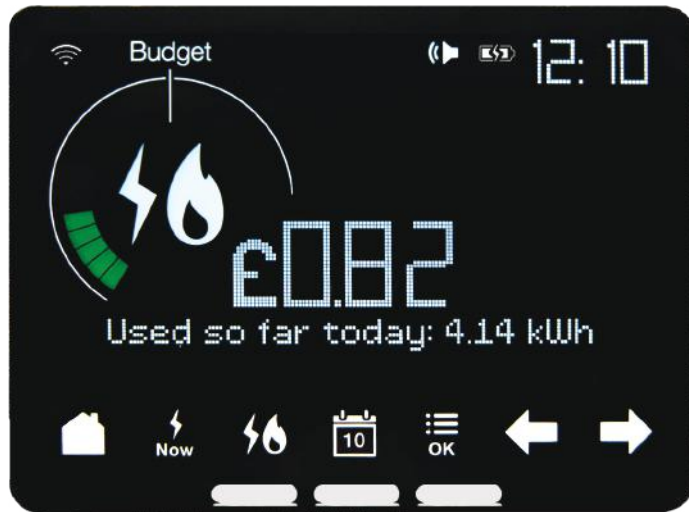
At first, your IHD will compare your energy use to a medium-sized household. As your IHD familiarises itself with your own energy consumption, it will adjust the low, medium and high thresholds to suit your habits.



Smart pay as you go

If you are on a pre-payment tariff, your IHD offers some extra features to help monitor your energy usage:

- View your remaining credit in pounds and pence.
- Add credit to your pre-payment meter.
- If enabled, receive an alert when you are running low on credit.
- Apply emergency credit
- Review your top-up history.
- Reconnect your electricity supply if you have been cut off.

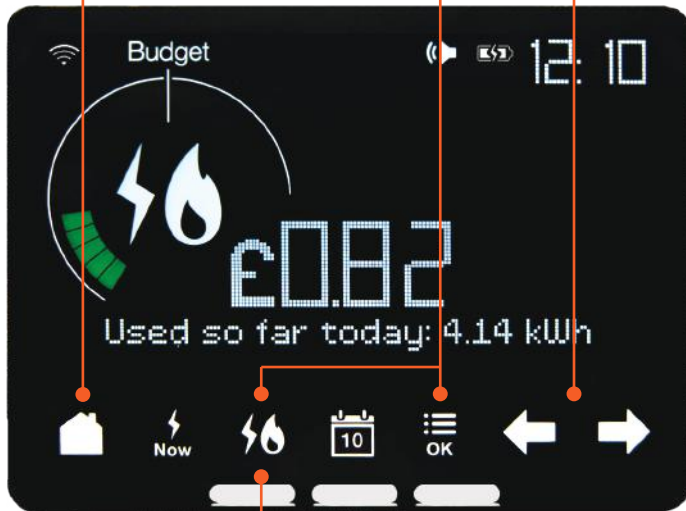


Smart pay as you go

Viewing pre-payment credit

To review your remaining credit, press the 'Home' button. You will now see your current balance. If both your electricity and gas meters are on a pre-payment tariff, the lowest balance of either meter will be displayed. You can view your other fuel balance by pressing the gas and electric button.

You can choose to set your IHD to alert you when your balance is running low. If enabled, an alert will sound and a 'Low Credit' symbol will appear on your display. To see the current balance on your other pre-payment meter press the gas and electric button.



Adding pre-payment credit

1. To add credit to your meter using your In-Home Display, press the 'Menu/OK' button
2. Use the right arrow button to navigate to 'Apply top-up'.
3. Use the gas and electric symbol to select which Utility you wish to top-up.
4. Use the right arrow to scroll through numbers 0-9 and press 'Menu/OK' to select each number.
5. Use the left arrow to return to the previous digit if you need to change it.
6. When you are finished, press 'Menu/OK' to submit your code.

You will now receive confirmation that the code has either been accepted or rejected. When your top-up is accepted, you can view the top-up amount displayed in the centre of your IHD.

Smart pay as you go

We advise you to only use your emergency credit as a last resort if you are unable to top-up via your usual method.

Using emergency credit

Your IHD will let you know when emergency credit is available. To activate this, press the 'Menu/OK' button and use the right arrow button to navigate to 'Emergency Credit'. Press 'Menu/OK' and your IHD will display 'Emergency Credit Selected'. You can now track the remaining balance on your meter on the 'Home' screen. To review your previous top-up history, select 'Menu/OK'. Using the right arrow, navigate to 'Previous top-ups' and select Menu/OK. Use the arrow buttons to scroll through the last 5 top-ups.



Reconnecting your supply

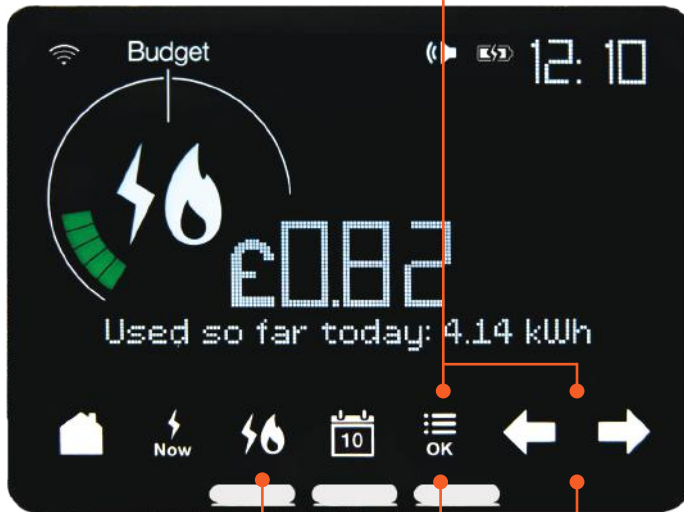
If you run out of credit, your supply may be cut off. After you have successfully added credit to your meter, you can use your In-Home Display to reconnect your supply. To do this, use the right arrow from the 'Home' screen and navigate to 'Enable Electricity Supply'. Select 'Yes' and press 'Home/OK' to get back on supply.

Additional Information

Account Information

If you wish to view additional information about your tariff or supplier you can do this by pressing the 'Menu/OK' button and using the right arrow to reach 'Account Information'. This will show you:

- Tariff
- Daily Standing Charge
- Supplier Name
- Supplier Contact Number
- Customer Identification Number (CIN)



View any debt

If you wish to view any outstanding debt on the meter as well as recovery fees, you can use the 'Menu/OK' button and use the arrows to navigate across:

- Debt - The total amount owed. Press the gas and electric button to view each individually.
- Debt 1 - The amount recovered per hour.
- Debt 2 - The amount recovered per week.
- Debt 3 - % of each top-up allocated to debt.

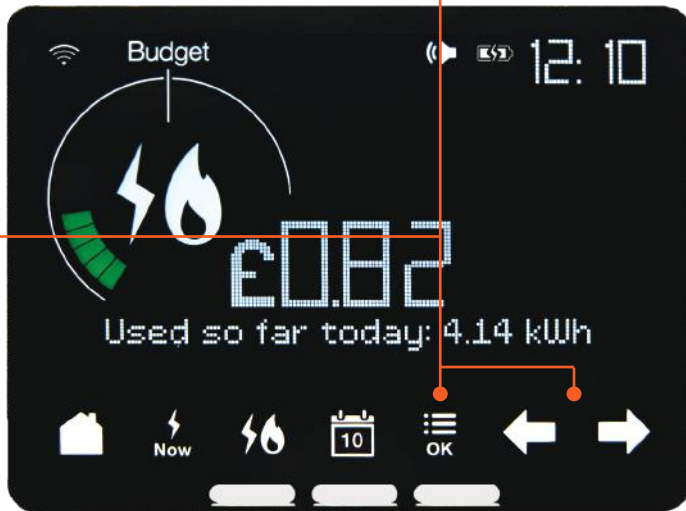
Additional Information

Messages

To view messages on your device press 'Menu/OK' and use the right arrow to navigate to 'Messages'. You can view messages on your device which will provide you with any important updates about your supply.

Meter Information

To view meter information on your device such as reads or your MPAN/MPRN, press 'Menu/OK' and use the right arrow to navigate to 'Meter Information'.



IHD Information

To view information about your IHD device such as the serial number, press 'Menu/OK' and use the right arrow to navigate to 'IHD Information'.

Helping you save - Setting your budget

Your IHD can be used to budget how much you spend on your energy.

- To set a budget, press 'Menu/OK' and navigate using the right arrow to 'Settings' and then 'Set budget'.
- Now you can set your daily, weekly and monthly budgets for gas and electricity to ensure your energy usage is on track.
- To change budget amounts, press the arrow buttons.
- To change budget time periods, press the 'Calendar' button.
- To change between electricity and gas, press the 'Fuel' button.
- Make sure you press 'Menu/OK' when you are done to save your preferences. You should now notice a budget line on your energy usage dial which will help you monitor your usage.
- If enabled, your IHD will sound an alarm if you exceed your budget.

Feel free to experiment setting various monthly budgets to analyse how this affects your daily cost and what your potential annual savings could be!



Helping you save - On the move

Your IHD is completely portable and understanding how to utilise this feature can help you to make educated choices to ultimately become more energy efficient and reduce your bills.

A built-in rechargeable battery and wireless connectivity means that you can walk around your home with your IHD and investigate how much energy each appliance is using.

By pressing the 'Now' button, you can view your real-time energy usage. Try turning off an appliance to see how your real-time cost changes. You can then approximate how much electricity that appliance is using and consider this information to help you become more energy efficient.



Helping you save - Energy saving advice

Making small changes to your work environment can go a long way to reducing your energy bills. Consider the tips below to help you save:

- Roughly 60% of what you spend a year on energy bills goes toward your boiler. A new energy-efficient boiler can save you as much as £300 a year.
- Microwaves are one of the most energy-efficient ways to cook. Using it for 10 minutes a day will only cost about £3 per year.
- Save around £30 a year by turning your appliances off standby.
- 90% of a washing machine's energy expenditure is spent on heating the water, so if you wash your clothes at 30-40° you will save significant amounts of money.
- According to the Energy Saving Trust, you could find that your energy usage drops by between 5% and 15% in the first year of using an energy monitor, which could be a saving of £25 to £75 on a £500 bill.



For more energy saving advice, please visit www.energysavingtrust.org.uk or www.smartenergygb.org

Safety notice

Please read these safety precautions before you use your IHD. Keep this guide to hand for future reference.

- ! Your IHD is designed for indoor use in dry environments. Don't expose to excessive moisture. Disconnect before cleaning and don't immerse in water or other liquids. Use a soft dry cloth to clean the display. If the display does get wet, turn it off, disconnect it and dry it out completely before switching back on.
- ! Avoid dropping, excessive shock or vibration.
- ! To protect the environment, please don't dispose of this product in your household waste at the end of its life. Please take it to a recycling centre for disposal.
- ! Supervise young children if they use the IHD.
- ! Don't attempt to open, repair or service any part of your IHD yourself. If the device appears to be faulty, please contact us to advise of this.
- ! Don't use a visibly damaged power adaptor or power lead. Use only the power adaptor supplied to you with this product.
- ! This display contains a lithium ion battery. Don't dispose of it in a fire, expose it to excessive heat or attempt to puncture it.
- ! RoHS Compliant. This product complies with RoHS regulations.

Contact Us

If you have any questions about your IHD, or if you believe it has developed a fault, please contact us and we will be more than happy to assist you.



www.pfpenergy.co.uk/help-support/



smart@pfpenergy.co.uk



01772 395777



Monday-Thursday: 9am-1pm 1:45pm-4:45pm
Friday: 9am-1pm 2pm-4:45pm



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