UW Utility Warehouse

Your credit smart meter

Everything you need to know
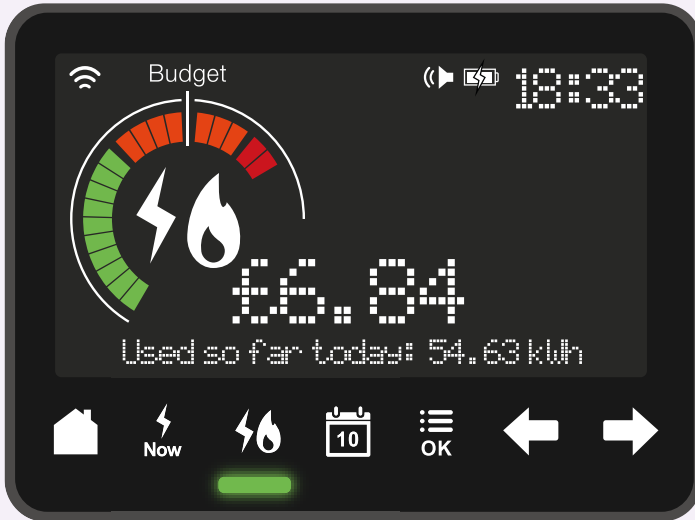
2nd generation meters

Contents

What are smart meters?

Smart meters are the latest technology in energy metering, and can help you take control of your energy use.

Once your smart meters are set up and fully working, you'll be able to:

Take control of your energy use
Your smart meter display lets you see your energy use in pounds and pence. So you can see where to save both energy and money.

Forget about meter readings
Your smart meters send readings to us automatically, so you don't have to.

Say goodbye to estimated bills
We'll have regular meter readings, so your bills will be accurate every time. Plus, you'll be sure you're only paying for the energy you've used.
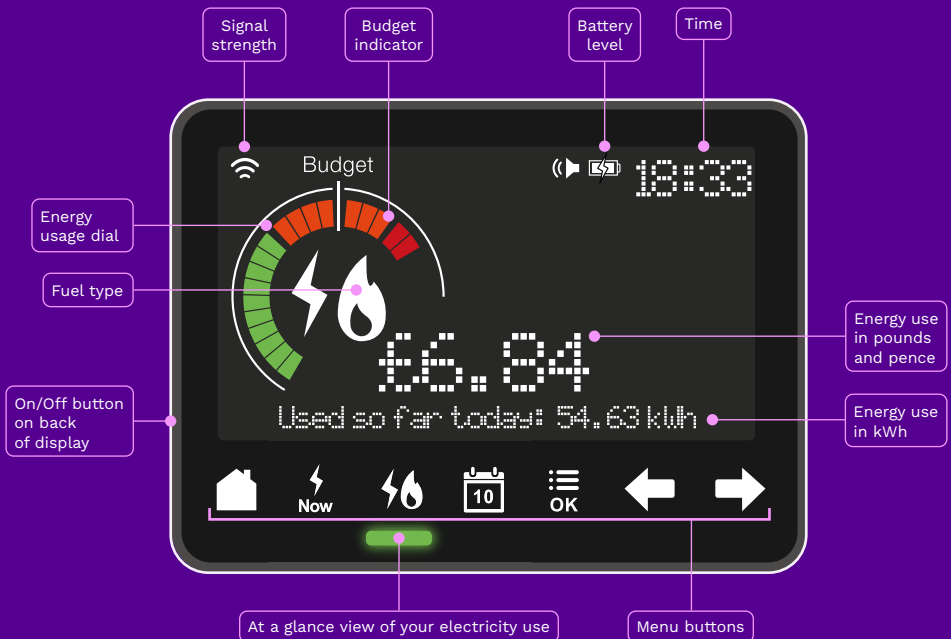
Have the information you need at the touch of a button
See your energy use in near real time on your smart meter display.

Your smart meter display

Your smart meters communicate with your smart meter display to tell you everything you need to know.

This can help you take control of your energy use.

Signal strength

Budget indicator

Battery level

Time

Budget

18:33

Energy usage dial

Fuel type

Energy use in pounds and pence

£6.84

Used so far today: 54.63 kWh

Energy use in kWh

On/Off button on back of display

Now

10

OK

Menu buttons

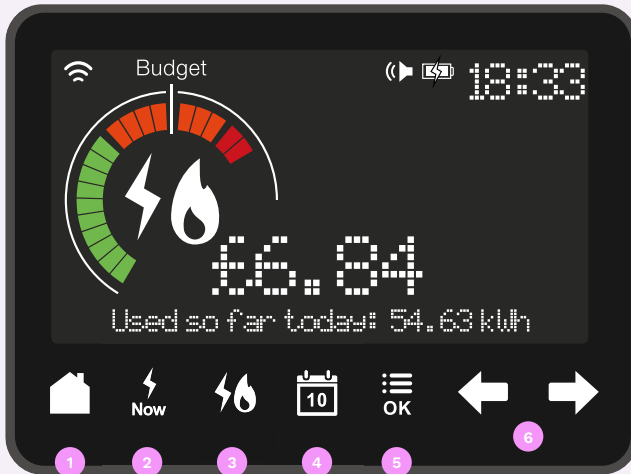At a glance view of your electricity use

Your smart meter display screen will power down after 60 seconds of not using it. To wake it up, just give the screen a tap.

It's powered by an internal, rechargeable battery. We recommend you plug your smart meter display into an electricity socket in a place where you spend a lot of time so you can easily keep an eye on your energy use – it costs under 5p a month to run.

How to use the controls

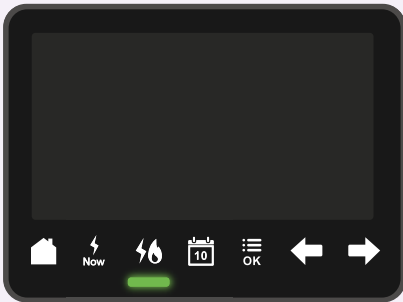**Use your smart meter display's touch screen to access the six functions below.**

1. Home – This shows today's energy use so far.

2. Now – See the electricity you're using right now (per hour).

3. Fuel – Select the 'lightning bolt/flame' to see your energy used by fuel type or the combined total.

4. Calendar – See your energy used so far by day, week, month or year.

5. OK – Press **'OK'** to access settings like Top-ups, Settings or Meter Information. Pressing **'OK'** also selects an option.

6. Arrows – Use the left and right arrows to scroll through the options. Press **'OK'** to select an option.

See how much energy you're using

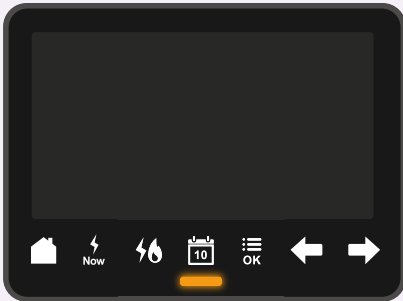## Your usage at a glance – green, amber, red

An LED light display on the bottom of the front screen gives you an 'at a glance' view of your current energy use, so you can see when it's time to start using less.
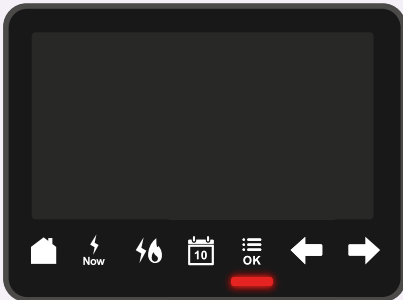
Green

Your energy usage is low.

There's nothing you need to change right now.

Amber

Your energy usage is medium.

You may want to think about how extra energy is being used in your home so you can take action to lower your usage.
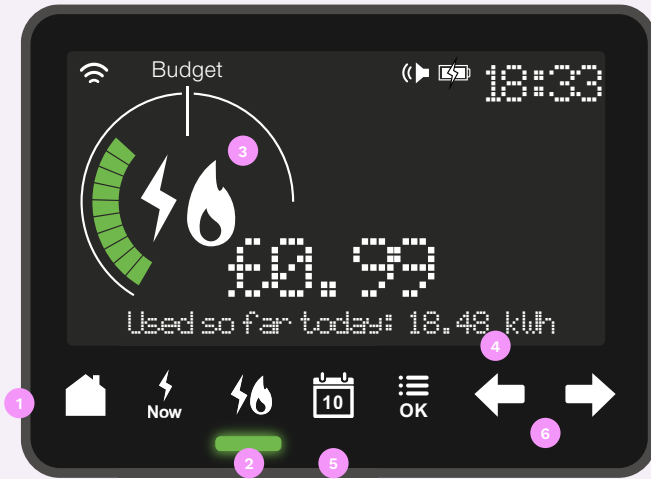
Red

Your energy usage is high.

Try switching off appliances you aren't using from the mains to save energy and money.

Your usage by day, week and month

To see your energy usage, in pounds and pence or kWh

1. Tap **'Home'.**

2. Tap the **'lightning bolt/flame'** button to select electricity, gas or both. You can switch your fuel type by pressing this button at any stage.

3. The fuel symbol will appear on-screen, along with the current day's usage.

4. To see the previous day's usage within the current week, press the **'left arrow'** button.

5. To see past energy use, tap the **'Calendar'**
   - Week - For the current week's usage, tap **'Calendar'** once.
   - Month - For the current month's usage, tap **'Calendar'** twice.
   - Year - For the current year's usage, tap **'Calendar'** three times

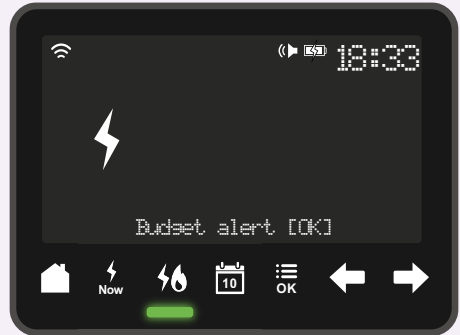6. To see information from a past week or month, scroll left using the **'arrow'** buttons.

Manage your costs by setting a budget

To set your budget:

To set an alert:

To set your budget:

1. Tap the **'Home'** button.

2. Tap the **'OK'**.

3. Tap the right arrow twice. Tap **'OK'** on **'Settings'**.

4. Tap **'OK'** to **'Set Budget'**.

5. Use the arrows to set your budget amount – right arrow to increase; left to decrease.

6. Tap the **'Lightning bolt/Flame'** to switch between setting your daily gas budget and your daily electricity budget.
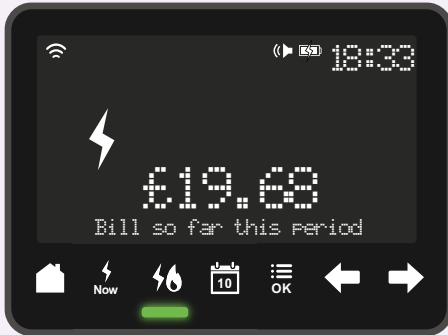
To set an alert:

1. Tap the **'Home'** button.

2. Tap the **'OK'**.

3. Tap the right arrow twice.

4. Tap **'OK'** on settings.

5. Tap the right arrow four times to **'Budget Alert'**.

6. To turn the alert off, repeat steps 1-5, tap the right arrow to select **'Off'**. Tap **'OK'**.

To check your bill so far:

1. Tap the **'Home'** button.

2. Tap the **'OK'**.

3. Tap **'OK'** to select account information.

4. You'll see your bill so far for electricity.

5. Tap **'Lightning bolt/Flame'** to see your bill so far for gas.

6. Tap **'Lightning bolt/Flame'** again to go back to viewing your electricity use.

To check your tariff:

1. Tap the **'Home'** button.

2. Tap the **'OK'**.

3. Tap **'OK'** to select account information.

4. You'll see your bill so far for electricity.

5. Tap the right arrow twice to see your electricity tariff in pence per kWh.

6. Tap the **'Lightning bolt/Flame'** to see your gas tariff in pence per kWh.

7. Tap the right arrow again to see your daily standing charge.

8. Tap the **'Lightning bolt/Flame'** to switch between gas and electricity.

Simple ways to use less energy

Try these energy-saving tips to save more money each year.

Insulation

Loft insulation

A quarter of heat is lost through the roof in an uninsulated home. Installing the correct level of insulation for your loft, attic or flat roof can help reduce heat loss and lower your energy bills.

Keep hot water hot

Fitting a hot water cylinder with an insulating jacket will save you some money. It should be at least 80mm thick; if it isn't, consider buying a new one. Upgrading from 25mm to 80mm thick, using a British Standard jacket, could save you around £70 a year.

Upgrade windows

By investing in new windows, you can keep warmer and save energy. Installing A-rated double glazing in an entirely single-glazed, semi-detached gas-heated property could save you £195 per year and 330kg of carbon dioxide. If you install A++ rated double glazed windows to replace single glazing, the savings could be up to £235 per year and 405kg of carbon dioxide.

Deal with draughts

Draught-proofing is one of the cheapest and most effective ways to save energy and money. Based on a typical gas-fuelled semi-detached property, you could save £60 a year by blocking draughts around windows and doors.

Appliances

Don't leave things on standby

Switch appliances off when you're not using them. Appliances like your TV, stereo and computer continue to use electricity when they're in standby mode. Turning them completely off when they're not being used could save you as much as £65 a year.

Using your washing machine

Try using your washing machine at lower temperatures. For example, washing at 30°C will save you more energy than at 40°C.

Buy energy efficient products

Look out for the energy rating label when you buy new appliances – it'll help you choose the most energy efficient products, and work out how much they'll cost to run. For example, when buying a new washing machine, choosing an A-rated one over a D-rated one, could save around £130 over its 11-year lifetime.

Lighting

Turn lights off when not in use

By switching off lights when you're not using them, you can save around £25 a year on your energy bills.

Switch to LED light bulbs

Replacing all the bulbs in your home with LED lights, you could save £55 a year on your bills.

Kitchen and bathroom

Be smart with the washing machine

Reducing you washing machine use by one run per week and washing 30°C instead of at a higher temperature, could save you around £34 a year.

Shower

Reduce your shower time by one minute, and add a water efficient showerhead. This could save you £8 a year off your energy bill for every person in your household.

One cup or two?

Only fill your kettle with the amount of water you need – you don't need a full one for just one cuppa. This will save you around £13 in energy bills a year. Similarly, when cooking, use the correct size of pans to save energy.

Heating

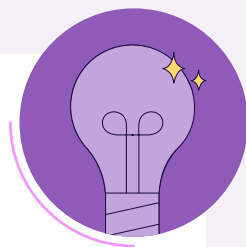### Turn down your thermostat by 1°C

Heating controls help you stay on top of how much energy you're using. By turning down your room thermostat by just one degree, you could save £145 a year.

Control your heating

Installing a room thermostat, a programmer and thermostatic radiator valves and using these controls efficiently could save you around £180 a year.

Source: Energy Saving Trust. For the latest information visit **energysavingtrust.org.uk**

More ways to use less energy

Visit our page about energy efficiency for more energy-saving ideas: **uw.link/energy-tips** or **call 0333 003 5647**

Get free, impartial advice about energy efficiency

Energy Saving Trust

England and Wales
Website: energysavingtrust.org.uk
Email: **energy-advice@est.org.uk**

Scotland
Website: homeenergyscotland.org
Phone: **0808 808 2282**

Smart Energy GB
Website: smartenergygb.org

Simple Energy Advice
Website: simpleenergyadvice.org.uk
Phone: **0800 444 202**

How to take a meter reading

1. Tap **'Home'** and then **'OK'**.

2. Tap the right arrow three times to get to **'Meter information'** and tap **'OK'**.

3. Your electricity meter reading will be displayed in kWh.

4. To see your gas meter reading, tap the **'lightning bolt/flame'**.

There's been a power cut, and now my smart display isn't updating.

If your smart meter display doesn't automatically reconnect to your meters after a power cut, you can try moving it closer to the electricity meter.

Or turn it off, then on again and leave it for an hour.

If neither of these steps work, please call us on **0333 777 0777.**

Answers to frequently asked questions

Will my bills be higher with smart meters?

The tariff you're on won't change when you upgrade to smart meters – so your bills won't be higher, unless you start using more energy for some reason. It's a good idea to make sure you send us your meter readings before your meters are upgraded though. If we've not had a reading from you for a while, your first accurate bill after your smart meters are fitted could be higher or lower than you'd usually expect.

Will smart meters save me money?

Having smart meters installed is a positive step towards saving energy. They can't save you money on their own though – you'll need to make some choices about how you use energy. The good news is, your smart meters and smart meter display can help you do this by letting you see where you're using energy you don't need, so you can save money on your bills.

Try out our energy-saving tips on page 10-13, and see the difference they could have on your bills with your smart meter display.

Is there extra support for vulnerable customers?

If you may need extra support – for example you're elderly, disabled, or have special medical needs – you can join our Priority Services Register for access to additional services, such as password schemes. Call **0333 777 0777** or visit **uw.link/extra-help** to find out more.

Can't find the answer to your question here?

You can find answers to more questions at **uw.link/smart-help** or contact us at **uw.link/contact-us**

Need more help?

You'll find answers to most of your questions here: **uw.link/smart-help** or you can contact us at **uw.link/contact-us**

For tips on how to use less energy visit **uw.link/energy-tips**

Extra support for vulnerable customers

If you may need extra support – for example you're elderly, disabled, or have special medical needs – you can join our Priority Services Register for access to additional services. Call **0333 777 0777** or visit **uw.link/extra-help** to find out more.

Utility Warehouse follows the guidelines set out by the Smart Metering Installation Code of Practice. Find out more at **uw.link/smart-installation**

Moving home?

Please leave this guide and your in-home smart meter display behind for the next occupier.

UW Utility Warehouse