

Your Smart energy display

See your energy use in pounds and pence



Welcome

to the Smart way of seeing your energy

Now we've fitted your Smart meter(s), your Smart energy display will help you take control of how much energy you're using.

From the comfort of your own home, you'll be able to see just how much energy you're using as well as what it's costing you. If you're on a prepayment tariff, then you'll also be able to check how much credit you've got left, so you'll know exactly when to top up.

This guide will help you get started quickly, so you can start saving energy and money. Take a few minutes to read it, including the important safety information.

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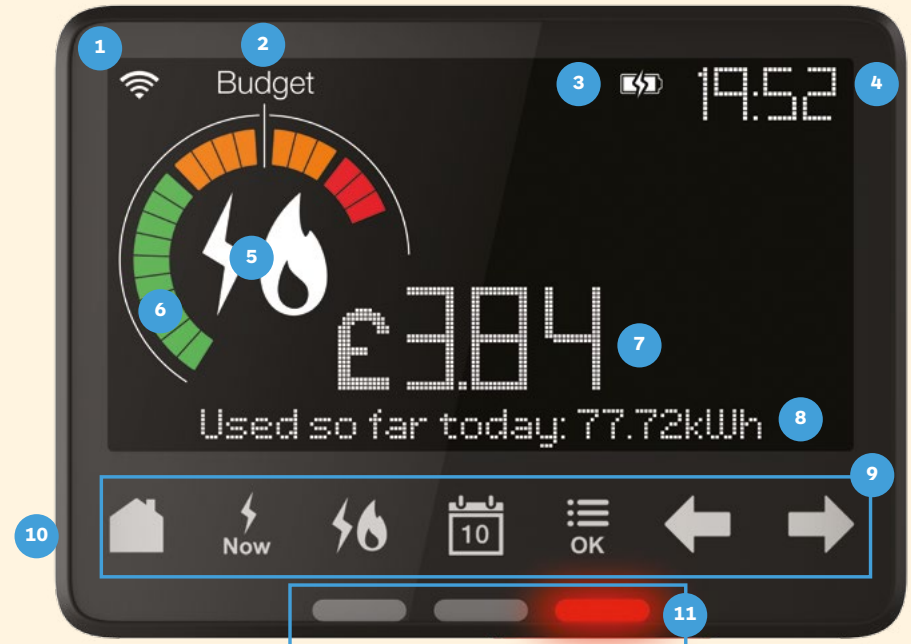
Getting to know your display



A simple glance at your display shows you how much energy you're using and what it's costing – it also tells you the time.

- 1 Wireless Signal Strength**
The signal strength between the Smart energy display and your Smart meters
- 2 Budget Line**
A visible line showing a personally set budget
- 3 Battery Status**
Charging status and battery level
- 4 Time**
Current time in 24hr format
- 5 Fuel View**
Displays Electricity, Gas or both
- 6 Energy Display Dial**
Track your energy use at a glance. View your energy use right now, so far today, this week or this month.

- 7 Numeric Display Area**
Shows your costs, consumption and other information in numbers
- 8 Text Display Area**
Displays text information and prompts
- 9 Menu Touch Buttons**
You can select different screens and functions
- 10 Power Button**
The On/Off button is on the back of the display
- 11 Coloured Light Indicator**
See at a glance if your electricity usage right now is low, medium or high



When we install Smart meters we work to the Ofgem approved Smart Meter Installation Code of Practice.

Using the menu buttons

These touch buttons let you move around your display, so you can see your energy use the way you want to.

Use these to see your energy use so far today or over the last month and to access additional settings and functions.



Press the **home button** and you'll see the energy you've used so far today. If you're on a prepayment tariff, you'll see the balance of the meter with the lowest credit – read more about this in the Prepayment section.



Lets you toggle between seeing your energy **so far today / this week / this month / this year** – in pounds and pence and Kilo Watt hours.




A quick way of seeing the electricity you're using **right now**.

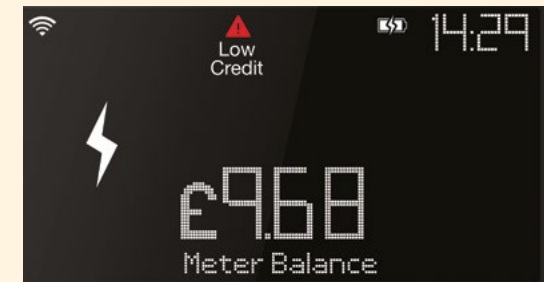


If you have Smart meters for both gas and electric, you can see your energy use by each fuel or the combined use.



This **menu and Ok button** will let you change the settings on your display and access additional functions such as setting a budget. When you press the button again, it confirms an action and using the arrows  lets you scroll through the menu or highlight a choice.

Prefer to view it in Welsh? Then select language from the settings menu.



Tip

The best way to get to know your display is to have a go. There's also a tutorial showing you how it works – you'll find this via the menu button.



Seeing your energy use at a glance






Your display shows you quickly and simply what's going on in two ways:

Use these to see your energy use so far today or over the last month and to access additional settings and functions.

1. The energy display dial

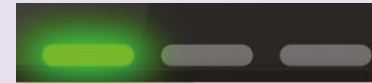


This lets you see at a glance whether your energy use is low, medium or high. Press the  button to see your electricity, gas or both and use the  button to see how much energy you've used **so far today / this week/ this month or this year.**

By pressing the  button when viewing your electricity use, you can also see how much electricity you're using **right now.**

2. Coloured light indicators

Your energy use is low



Your energy use is medium



Your energy use is high



The coloured lights at the bottom of your display show your electricity use **right now.** Initially they're based on a medium size household, but over time your display will learn your typical electricity use and the scale will be adjusted automatically to reflect your own household.

Please be aware that the electricity value shown on your display is updated every 10 seconds and the gas is updated every 30 minutes.




Getting to know what costs what



Your Smart energy display helps you understand the energy in your home, so that you could become a more energy efficient household.

In two steps, it's easy to see if you're using more or less energy than normal:



1. See what your standard energy use is: press the  button and look at your display with just those electrical appliances that are on all the time, such as a fridge. This shows your standard level of electricity.

Over time you'll be able to make informed decisions about how you could reduce your energy and save money.

Your display has a built in rechargeable battery, making it portable. So, you can easily compare appliances in other rooms of your home.



2. Now look at it when you turn different electric appliances on and off. See how each one effects your energy use and get a good idea of what they cost to run.

Please note: the costs on your display indicate what you'll pay in £s and pence. They're based on your current tariff, include VAT, but don't include any discounts you may have.



Setting a budget




When you've got the hang of your display, then you could try setting a target budget and see how you perform against it.

Whilst the display includes a pre-set budget value for each fuel, it's best to set your own budget based on the amount you normally use.

Press the menu button and use the arrow buttons to select **set budget** and press OK. You'll then be able to select the fuel.



Touch the  button to choose your budget's timeframe, such as daily or weekly (the display will automatically recalculate the values if you switch from daily to monthly to show £/day or £/month). A sound signal lets you know if you go over budget. You can turn this signal on or off from the settings menu.



Smart prepayment

Checking the balance

If you're on a Smart prepayment tariff, then your display has extra information so you can stay on top of your energy cost. You can see how much energy you're using, your top up history and check your meter balance. The home screen shows the balance of the meter with the lowest available credit.



Low credit alert

If your credit is running low, your display will alert you with this symbol and a short sound signal. The sound can be adjusted in settings from the main menu.

Your display alerts you when a pre-set limit has been reached. If the limit's not right for you, just let us know and we'll change it.

Topping up

Your meter is credited automatically when you top up. To see your last five top ups and how much credit you have, press the arrow buttons from the home screen. For more information on how to top up visit npower.com/smartprepay

Don't worry if your top up isn't showing, you can complete the top up on your display:

- Use the arrow buttons to find **top up your account** and press Ok
- Using the arrow buttons, enter the 20 digit code from your transaction receipt and press Ok to confirm

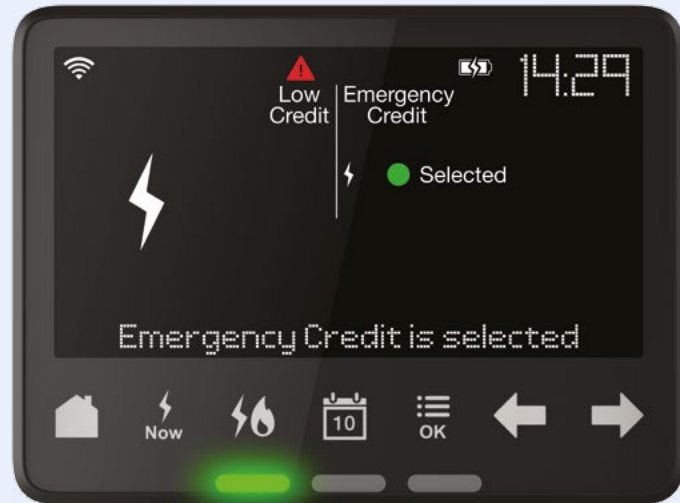



Smart prepayment




Emergency credit

Got a low credit alert and not topped up? Your display will show you if you've any emergency credit available. Only select this as a last resort if you can't top up straight away.



To activate the emergency credit, press the menu button  and go to settings and select **activate emergency credit** – this then shows as 'selected' on the screen. When your meter balance is used up, it will show the emergency credit in use.

Out of credit

If you run out of credit, your supply could be disabled. You'd then need to top up with sufficient credit to cover all the charges before you reactivate your meter. 

For gas you'll need to activate the meter by following the instructions on the gas meter itself.

For electricity you can also activate the meter from your display. Go to settings from the main menu and select **enable electricity supply**

Checking debt – and debt recovery rates

If you're paying off debt through your meter, you can check the amount and the agreed recovery rate within settings from the menu button.

Getting more from your Smart meter

Smart meters send your meter readings to us automatically. The more often we collect your energy data, the more we'll be able to help you understand it. Unless you've told us otherwise, we'll take readings daily, but if you upgrade to half hourly you could get access to online tools, reports and advice based on your specific energy use – helping you to save energy and money.



Activate your online account at:
npower.com/activatesmart



Frequently asked questions



Q. What happens when I connect my Smart energy display to the power supply?

A. Your displays lower screen will show: 'Connecting to Smart meter'. It can take about 10 minutes before it automatically connects.

Q. If the power is cut off, will I lose the information on my display?

A. No, the information will still be stored within the Smart meter(s).

Q. How often will you collect my personal data?

A. You can choose how often your readings are sent to us. Unless you tell us otherwise, we'll take them every day as it helps us to make sure your bill is as accurate as possible. View our data policy at npower.com/smartdata

Q. Will my Smart energy display work if I change energy supplier?

A. It depends on the supplier you change to and their Smart meter policies and capabilities. Check with them before you change.

Q. How much does it cost to run my Smart energy display?

A. About 2p a week under normal operating conditions with the display plugged into a mains supply and set up to its default settings.

Q. What happens if my Smart energy display is faulty?

A. We'll replace it for free if it happens in the first 12 months. If your display is broken then give us a call.

Q. What happens if there's a fault with my Smart meter(s)?

A. We'll repair or replace your Smart meter(s) free of charge if they develop a fault. If you think there's a fault with your Smart meter(s), please contact us.

Checking your meter reading:

Your Smart meter(s) will send your readings to us automatically. You can see your meter reading on the meter, or by selecting **meter information** within settings from the main menu.

Safety notice



It's important to take these key safety precautions:



Your Smart energy display 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.



Always disconnect the power supply before cleaning your display.



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.



Don't attempt to open, repair or service any part of your Smart energy display yourself. If the device appears to be faulty please contact us.



Don't use a visibly damaged power adapter or power lead. Use only the power adapter supplied to you with this product.



Supervise young children if they use the Smart energy display.



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 RoHS Compliant. This product complies with RoHS regulations.



CE Approved.

Contact us

Find out more



Visit

npower.com/smartcontact

Any questions? Just get in touch, we're happy to help.



0800 980 9907

(generally free from all landlines
and mobiles)

or

0330 100 8137

(Included in any 'inclusive minutes'
from mobiles)

Monday to Friday 8am to 8pm, Saturday 8am to 6pm

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 number should be free from all mobiles and generally free from all landlines. Calling us on a 0330 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls on a 0330 number will be part of these.

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