



# USER GUIDE

**Dual Fuel**

Prepayment Smart Meters



# Contents

The In-home Display	4-5
Your Usage Overview	6
Main Menu & Messages	7
Your History & Tarriff	8
Your Payment	9
Emergency Credit	10
Your Settings	11
Loss of Supply	12-13
Smart Meter Keypad Functions	14-15
Topping-up	16-17
The MySmartE mobile App	18
Downloading the App	19
Balance	20
Top-Up	21
History	22
Trend	23
Reports	24
Off Supply Warning	25
Further Advice	26-27
Reducing Your Bills	28
Your Data	29
FAQs	30-31
Help and Contact Details	32

# The in-home display

The in-home display communicates with your gas and electricity meters so you can see exactly what's going on without having to go to your meters directly. The installer will place it somewhere with a strong signal so it can talk to your meters easily.

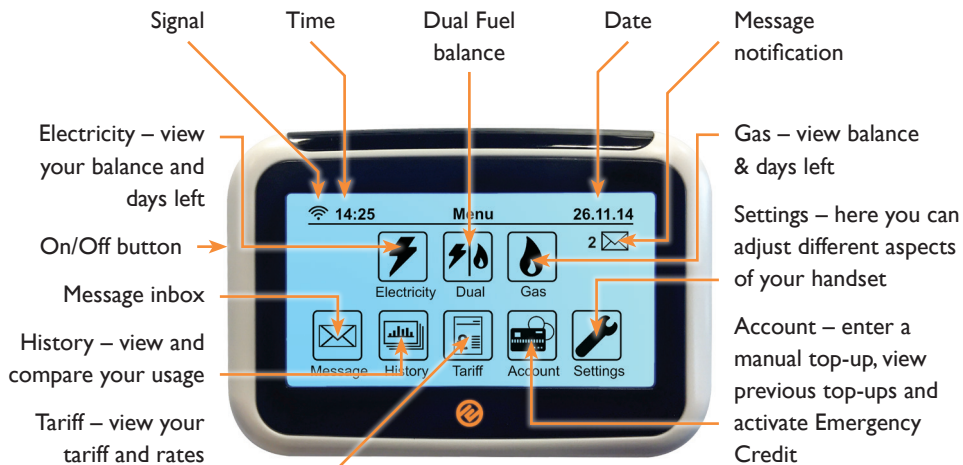


## The Gas and Electricity Meters

Your meters record how much energy you are using. They can be found in a number of locations but they are usually located in a cupboard, hallway or outside. It is a good idea to familiarise yourself with their location (and where the key to any outside meter box is) in case you need to access the keypads on the meters.



Your in-home display has a touch screen and gives you quick access to the status of your electricity and gas meter balance. It should be plugged into the mains at all times.



The in-home display works with a standard mini-usb power lead. It can also run on 2 x AAA batteries, if you are without power.

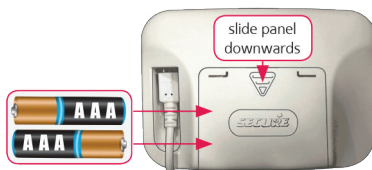
### Keep me plugged in!

Always keep your in-home display plugged in to the mains so it stays in constant communication with your meter and displays accurate information. It uses so little energy, it costs less than 20p a year to leave it on all the time.



### Don't leave me in!

The in-home display takes batteries so it can still be used even if your power is off. We recommend not to leave them in when the power is on as it may drain them over time - instead keep them to hand should you need them.



# Your usage overview

This is the 'Default Screen' which will always show after 60 seconds or after power down.

When on the 'Default Screen', the LED light will only relate to your credit balances:

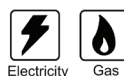
- Green = plenty of credit
- Orange = credit is half used
- Red = low credit

You can set your 'Low Credit Alert' of choice via the 'Settings Screen', see page 11.

This shows how much credit you currently have on your meter.

This shows the last time the handset communicated with your meters.

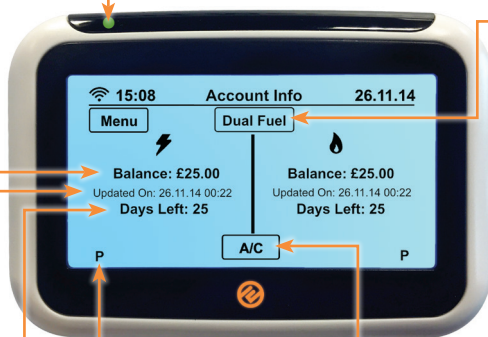
Press here to scroll between, Dual Fuel, Electricity only and Gas only screens. These alternative screens will include a summary of your previous top-ups.



This is approximately how many days your supply will last. It is based on your current rate of usage; if you increase or decrease your rate of usage, this figure will change to show how long your balance will last. Note: when your meters are first installed, this feature will take about a week to calculate correctly.

P = Prepayment Mode  
E = Emergency Credit Mode  
F = Friendly Credit Mode  
C = Credit Mode

This button shows which screen you are currently on. Press this button to flick through different screens; it will scroll through: '£ per hour', 'kWh' and 'Co2Kg'. Pressing the button again will return to this screen.



# Main menu

If you need to change anything on the in-home display, you can always return to the Main Menu by pressing the 'Menu' button in the top left-hand corner of most screens.



## Your messages

To view your messages press the 'Message' button on your in-home display via the Main Menu. It will list your read and unread messages on the screen below.



The Message feature is on your handset so we can send you updates and notifications. Any price change or alteration to your tariff or meter will be sent to your inbox and the message will flash up for you to acknowledge.

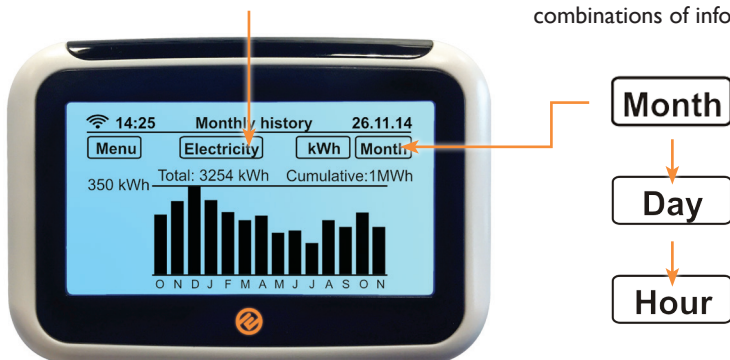


# Your history

Clicking on the 'History' button, via the Payment page, will display a range of graphs showing you how much gas and/or electricity you are using and when, over the last hour, day, week or month. Click on the 'kWh' or 'Hour' buttons to scroll through the different combinations of information.

Click the 'Electricity' button to flick between Electricity history and gas history screens.

Press the buttons here to switch between different combinations of information.



To set usage targets, go to 'Targets' via the 'Settings' screen and select 'kWh', '£ per hour' or 'CO2'. See page 11 for details.

# Your Tariff

To view your tariff name and rates, press the 'Tariff' button on the 'Main Menu' screen. Then press the 'Electricity' button and the Gas tariff screen will be displayed. Press the Gas button again and you will return to the Electricity tariff screen.





# Your payment

## Manual top-ups

If you top-up online, at a PayPoint outlet or via SMS, and the money does not credit your meter automatically, you will need to do a manual top-up by entering the 20, 40 or 60 digit 'vend' code here – this code will be on your receipt. It is important to keep your receipts in the event your top-up is not successful.



You will find your vend code on any receipt, whether you receive it on paper, via text message or email. It may be anything between 20-60 digits long.



# Emergency credit



If you have ignored notifications that your credit is low or if you wish to activate Emergency Credit early; press the 'E-Credit' button on the Payment screen. The above screen will appear asking for you to accept £15 of Emergency Credit. Press the 'E-Credit' button to activate it, or 'Ignore' to go back.

Note: by pressing this button you are giving permission for your meter to enter Emergency Credit when/if your meter runs out of Credit. To check whether Emergency Credit has been activated check your default screen via the 'Main Menu' – then select 'Electricity' or 'Gas' and there will be an 'E' in the left-hand corner of the screen.

## Emergency Credit

Your emergency credit can be accessed from both your gas and electricity meters by pressing (7) on your keypad.

The screen will either display: E-Credit: Selected, Not Now or Used Up.

Alternatively, the screen will display instructions to follow to access your emergency credit.

## Friendly Credit

Friendly credit means you will not lose electricity during evenings, weekends and bank holidays. If you run out of credit (standard or emergency) after 3pm, you will not go off supply until 10am the following working day.

# Your settings

The 'Settings' button will enable you to make simple changes to the in-home display settings and includes budgeting features.

Info – here you can view the meter serial number and MPAN/MPRN.

Backlight – press to select whether you want the display lit up all the time or if you prefer it to switch off after 1 minute. The light comes back on if you tap the screen. (The light uses such little

energy to run, it would cost you less than 20p a year if it was on all the time!)



## Targets

**(£) Set a cost target** – ensure the top right-hand button is showing a '£' sign, press it until it shows. Then press the amount button and enter the limit you want to spend in a day, then press 'OK'. If you get close to exceeding this amount during the course of one day, an alarm will sound to let you know.

**(kWh) Set an eco target** – ensure the top right-hand button is showing a 'kWh' sign, press it until it shows. Then set your target as above.

**(CO2Kg) Set an eco target** – ensure the top right-hand button is showing a 'CO2Kg' sign, press it until it shows. Then set your target as above.

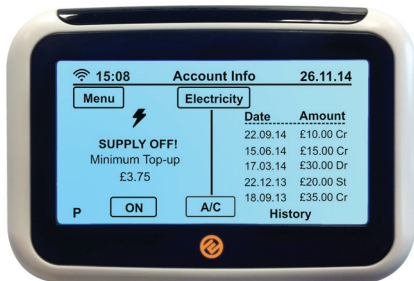
## Credit Alert

When your gas or electricity meter drops to £2 credit, your in-home display will sound an alarm. However you can set your own 'Low Credit Alert' here, by clicking on the '£ amount' box and entering the amount at which you would like to be notified. The LED will be green if you have not used much of your limit, orange if you are half way through and red if you have almost spent your limit.

Note: it is advised you do not set your 'Low Credit Alert' lower than £1.00 as this may not leave enough time to top-up.

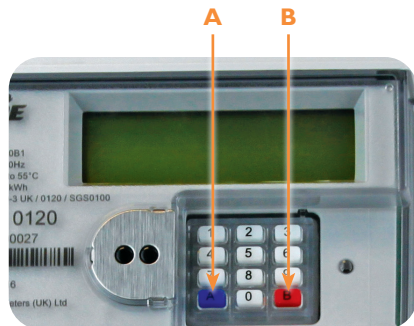
# Loss of supply – Electricity

If you run out of credit and lose supply you will need to top-up so that you are in credit by at least £1.00. It will require someone to be at the property to switch the electricity back on.



## In-home Display

Once you have topped-up, go to your in-home display and providing you have working AAA batteries in, press the power on button and you will see the above screen. If you do not have any working batteries you will need to switch the electricity back on via the electricity meter.

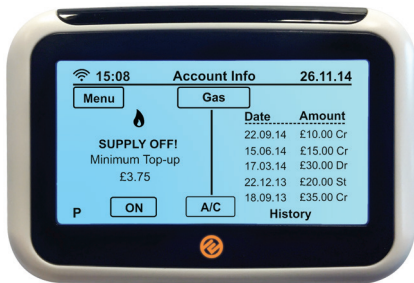


## Electricity Meter Keypad

If your in-home display is not working, go to your electricity meter keypad. Press 'A' to activate, followed by 'A' again, then press 'B' and your electricity should come back on.

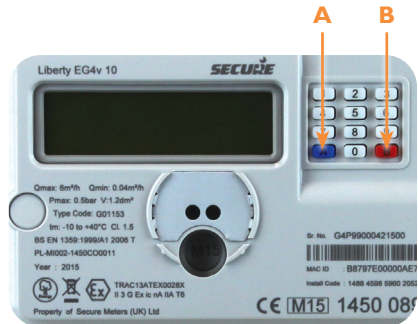
# Loss of supply – Gas

If you run out of credit and lose supply you will need to top-up so that you are in credit by at least £1.00. It will require someone to be at the property to switch the gas and/or electricity back on.



## In-home Display

Note: You cannot restore the gas meter via the in-home display. This is for your safety and is legislated across the energy industry. The reason for this is that if you smell gas coming from your gas meter you should not restore power as it is potentially dangerous. If the ability was given to restore via the In Home Display it would allow you to restore in a separate room from the gas meter and would mean you may not be able to smell the potential gas leak upon restoration.



## Gas Meter Keypad

Whether your in-home display is on or not you **MUST** turn your gas supply back on via the gas meter keypad. This is because of a safety feature built into the gas meter. To connect the gas meter press button A, the display will show 'connect'. Press 'A' again and then press button 'B', your gas should come back on.

Note: Sometimes, because the gas meter has been off it will be asleep so your top-up will not register. In this case when you press 'A' it will go to vend mode instead. In order to get your gas back on, enter your 20, 40 or 60 digit vend code and send by pressing 'B'. Then Press 'A' to connect the gas meter again and 'B' to restore your supply.

# Smart meter keypad functions

## – Electricity

### Daily Energy Usage

Press (1)	On your Keypad
Press once:	Cost of energy used so far today
Press twice:	Cost of energy used the previous day

### Weekly Energy Usage

Press (2)	On your Keypad
Press once:	Cost of energy used so far this week
Press twice:	Cost of energy used the previous week

### Monthly Energy Usage

Press (3)	On your Keypad
Press once:	Cost of energy used so far this month
Press twice:	Cost of energy used the previous month

### Monthly kWh

Press (4)	On your Keypad
Press once:	kWh usage for the previous month
Continue pressing (4):	To scroll through previous months (max. 12 months)

### Debt Information

Press (5)	On your Keypad
Press once:	Debt information

### Tariff Data

Press (6)	On your Keypad
Press once:	Tariff information
Press twice:	Standing charge
Press three times:	Tariff rate 1
Press 4 times:	Tariff rate 2

### Emergency Credit / Debt

Press (7)	On your Keypad
Press once:	Follow instructions if emergency credit shows as available
Press twice:	Amount to repay

### Friendly Credit Status

Press (8)	On your Keypad
Press once:	Friendly credit status

### Import / Export Data

Press (9)	On your Keypad
Press once:	Import kWh (meter read)
Press twice:	Export kWh
Press three times:	Import KVARH
Press 4 times:	Export KVARH

### Misc Data

Press (0)	On your Keypad
Press once:	Display check
Press twice:	Date
Press three times:	Time
Press four times:	Load
Press five times:	Co2 data

# Smart meter keypad functions

## – Gas

### Daily Energy Usage

Press (1)	On your Keypad
Press once:	Cost of energy used so far today
Press twice:	Cost of energy used the previous day

### Weekly Energy Usage

Press (2)	On your Keypad
Press once:	Cost of energy used so far this week
Press twice:	Cost of energy used the previous week

### Monthly Energy Usage

Press (3)	On your Keypad
Press once:	Cost of energy used so far this month
Press twice:	Cost of energy used the previous month

### Monthly kWh

Press (4)	On your Keypad
Press once:	kWh usage for the previous month
Continue pressing (4):	To scroll through previous months (max. 12 months)

### Debt Information

Press (5)	On your Keypad
Press once:	Debt information

### Tariff Data

Press (6)	On your Keypad
Press once:	Tariff information
Press twice:	Standing charge
Press three times:	Tariff rate 1
Press 4 times:	Tariff rate 2

### Emergency Credit / Debt

Press (7)	On your Keypad
Press once:	Follow instructions if emergency credit shows as available
Press twice:	Amount to repay

### Friendly Credit Status

Press (8)	On your Keypad
Press once:	Friendly credit status

### Import / Export Data

Press (9)	On your Keypad
Press once:	Gas volume
Press twice:	Import kWh (meter read)

### Misc Data

Press (0)	On your Keypad
Press once:	Display check
Press twice:	Date
Press three times:	Time
Press four times:	Load
Press five times:	Co2 data

# Topping-up

Along with your meters you will also be issued with your own Smart electricity and gas payment cards, enabling you to top-up your meters as and when you need to. If you move house in the future you will need to leave your cards behind at your current property for the next occupants to use.

To top-up your meters you can take your top-up cards to any Paypoint outlet or you can top-up online **[www.e.org/topup](http://www.e.org/topup)**

You can also top-up from the comfort of your home via:-

- Our App from the App Store or Google Play
- Our automated top-up line 0203 650 4083
- Text message 07366 321 450; you must first register your mobile number and payment details online.

## How much can I top-up?

	Minimum Top-Up Per Meter	Maximum Top-Up Per Meter
PayPoint Outlets	£1	£49
Online	£10	£175
Mobile App	£2	£175
Text Message 07366 321 450	£10	£175
Top-Up Phone Line 0203 650 4083	£10	£175



# Topping-up at the shop

1. Take your electricity and/or gas top-up cards to any PayPoint outlet.
2. The retailer will process your payment and your top-up will be sent to your meter automatically (like a text message).
3. You will be issued a receipt with a unique 20, 40 or 60 digit top-up code. You can use this top-up code to manually enter the payment in to your in-home display or meter if the top-up hasn't arrived automatically.
4. Your supply should be credited automatically, however in some cases it can take up to 30 minutes to show your new balance on the in-home display (if you are off supply, enter the top-up manually so you can restore supply straight away, see page 9 for more details on how to do this).
5. Your electricity and/or gas should now be topped-up, you can check this has been successful on the in-home display, see page 6.

# Top-up online

Topping up online is easy

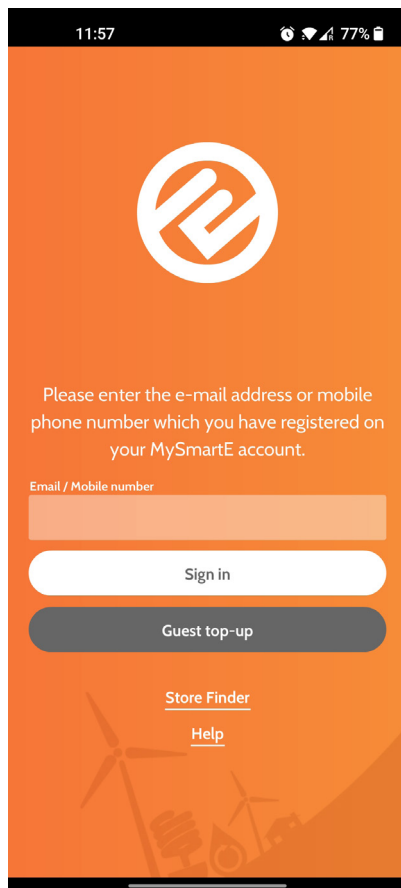
1. Go to: **[www.e.org/topup](http://www.e.org/topup)**
2. Either register for an account or top up as a guest
3. Select the supply you wish to top-up
4. Enter the top up code / payment card number
5. Enter the amount you wish to top-up
6. Enter your payment card details
7. Your payment will then be sent automatically to your meter and a receipt will be sent to you via email or text message, however you prefer

# The MySmartE mobile app

The MySmartE app is available through the App Store or Google Play.

You can:

- View your meter balance
- Top-up your meter on the go
- Save your payment card for faster payment transactions in future
- Receive alerts to your phone when your credit balance is running low
- View your recent transaction history
- View historic usage and see your forecast based on your personal energy usage
- View your energy usage over a week, month, year and compare it to similar homes in the UK
- Set personalised targets and monitor your usage by receiving alerts to your phone
- Access your top-up card number so that you can top-up in store



# 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.

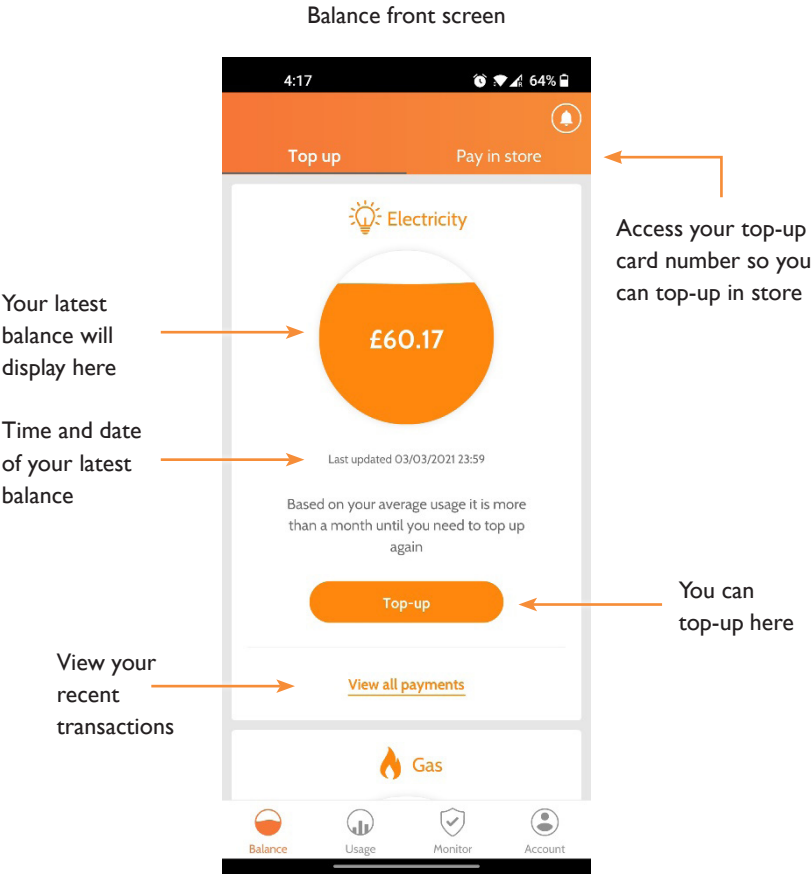
If you are registering via email, your validation email will be sent to your email address.

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.

# Balance



# 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\*

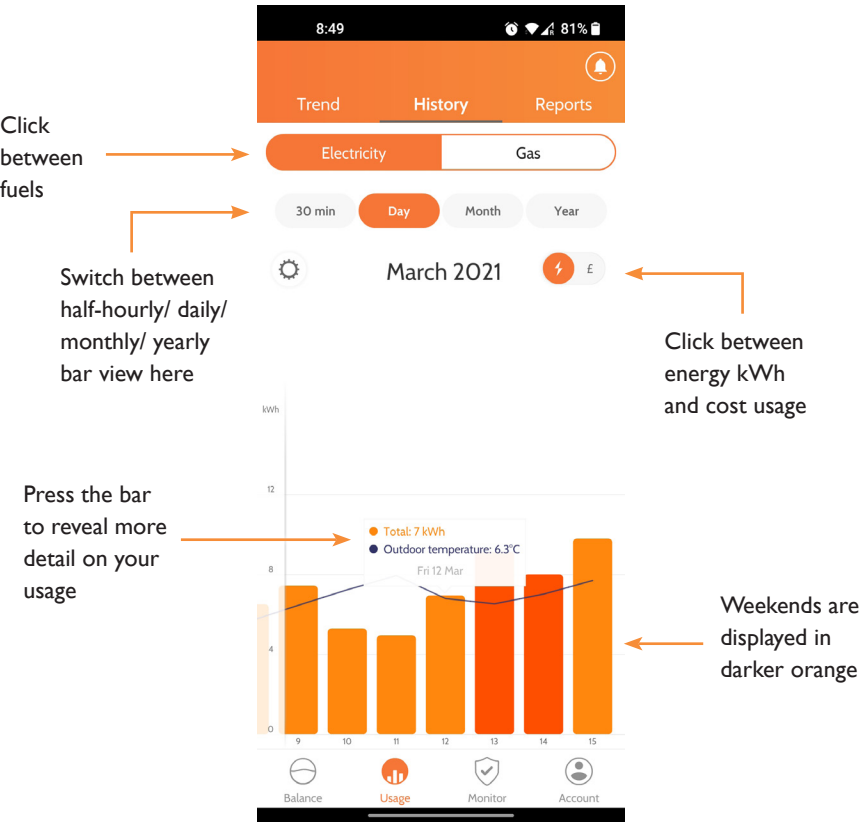
[Use new payment card](#)

Top-up

# History

You can see detailed information of your usage.

Your usage history  
You can view half hourly, monthly and yearly information

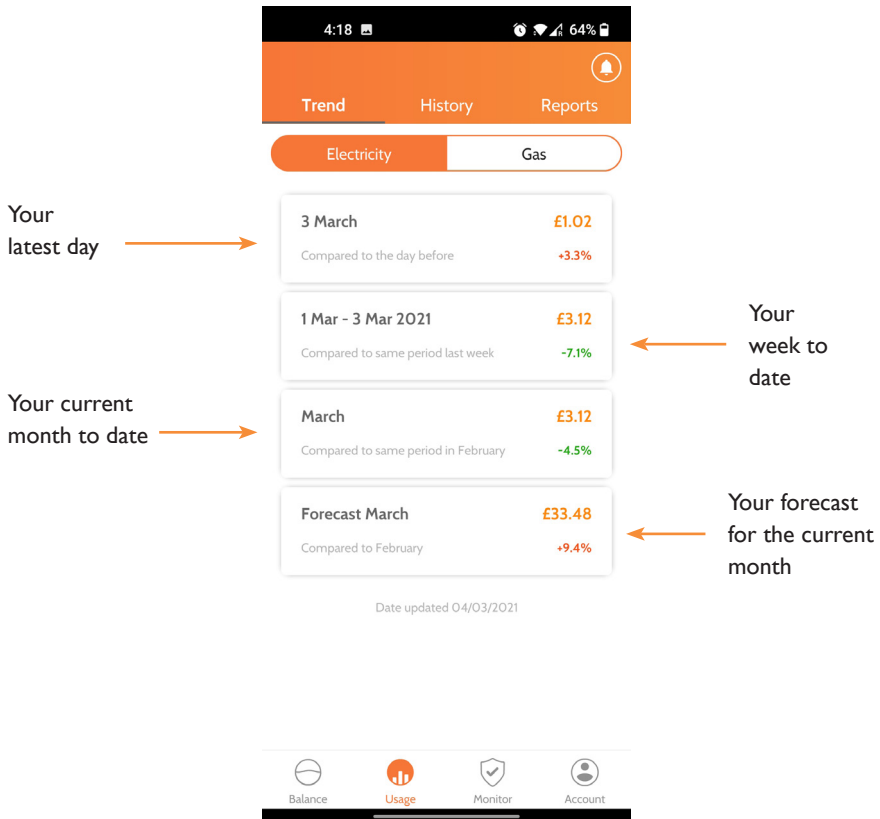


# Trend

You can see detailed information of your usage.

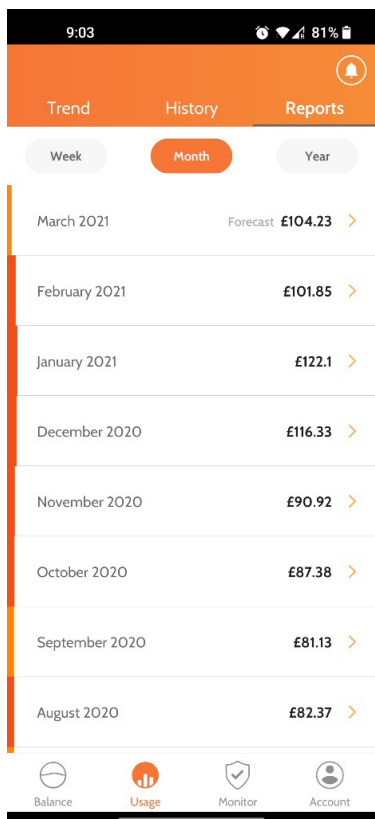
## Your usage trends

You can see detailed information of your usage by day, week or month

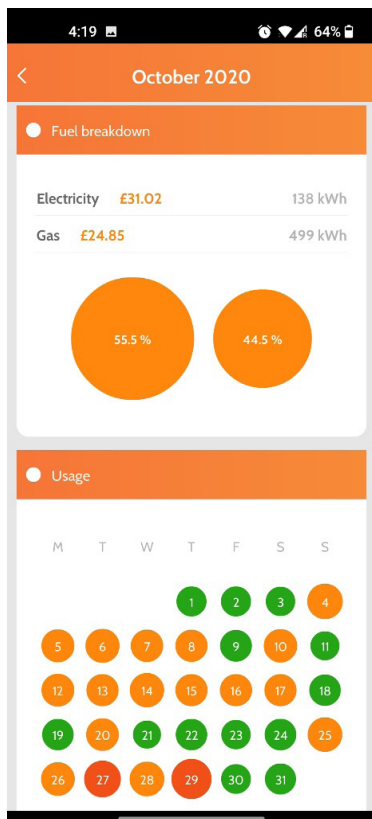


# Reports

By selecting 'Reports', you will get a more detailed view of your spend including a comparison to similar homes in the UK if you filled in your Home profile.



Tap on the report for more detail



Color-coding will indicate:

- Green = less than average of your spend
- Orange = average of your spend
- Red = above the average of your spend



# Off supply warning

When your credit is running low, you will receive push notifications to your phone:

Low credit notification

4:55

65%

Balance

Pay in store

View all payments

Gas

£2.41

Last updated 19/04/2021 23:59

Your balance is low please top up now

Top-up

View all payments

Balance

Usage

Monitor

Account

Off supply warning

10:30

40%

Top up

Pay in store

View all payments

Gas

-£14.04

Last updated 21/03/2021 23:59

Close to being off supply, please contact us if you are in financial distress

Top-up

View all payments

Balance

Usage

Monitor

Account

Low Credit Notification	£2.99 to -£12.00
Off Supply Warning	-£12.01 to -£14.99
Off Supply	<-£15

User Guide – Dual Fuel, Prepayment Smart Energy

25

# Further advice

## SMICoP

At E, we are committed to adhering to the standards of service as set out in the SMICoP. The SMICoP ensures that you receive a high standard of service throughout the installation of your Smart Meters and that you know how to use and benefit from Smart Metering equipment to improve the energy efficiency of your home.

## Citizens Advice Bureau

You can get help with energy problems. This includes issues with your bills or meters or if you're struggling to pay for the energy you use. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

If you live in England or Wales call: 0808 223 1133. If you live in Scotland call: 0808 196 8660. Calls are free.

## Special Needs?

We are committed to helping customers with special needs. If you have a chronic illness, are registered disabled, are of pensionable age or live with children aged 5 or under; or are otherwise in a vulnerable situation and require additional services related to your access, communication and safety needs, please contact us.

### **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.

### **Emails / Letters:**

Of course you can always write to us with any questions or problems. We will always endeavour to help.

### **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)

## Power Cut

If you have a power cut, please call the telephone number for your region in the table below:

Region	Distributor	Number
17 North Scotland	SSE Power Distribution	0800 300 999
18 South Scotland	SP Energy Networks	0800 092 9290
15 North East England	Northern Powergrid	0800 6688 77
23 Yorkshire	Western Power Distribution	0800 6783 105
16 North West England	Electricity North West	0800 195 4141
13 Merseyside and North Wales	SP Energy Networks	0800 001 5400
21 South & West Wales	Western Power Distribution	0800 6783 105
14 West Midlands	Western Power Distribution	0800 6783 105
11 East Midlands	Western Power Distribution	0800 6783 105
19 South East England	UK Power Networks	0800 3163 105
12 London	UK Power Networks	0800 3163 105
10 East Anglia	UK Power Networks	0800 3163 105
20 Southern England	SSE Power Distribution	0800 072 7282
22 South West England	Western Power Distribution	0800 6783 105
Northern Ireland	Northern Ireland Electricity	03457 643 643

### Electrical Medical Equipment:

If you are reliant on electrical medical equipment and have lost power outside of our opening hours, please call the relevant telephone number for your region immediately.

### 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.

# Simple ways to save energy and reduce your bills



Use energy saving light bulbs, these can be purchased from any supermarket or homeware store.



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



Install a flow reducer to reduce water consumption during showers (less water to heat).



Keep your fridge temperature between 0 and 5 degrees.



Turn appliances off at the mains.



Remember to turn off the heating and lights before leaving the house.



Make your tumble dryer more efficient by cleaning out 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.



Reduce your washing machine temperature to 30 degrees.



Draught proof your external doors.

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

# Your data

Your Smart Meters will safely store data about the energy you have used however, they will not hold any personal information about you. Using your in-home display unit, you will be able to view your energy usage and with your permission, information such as meter readings and credit balances will be shared with us. Your Network Operator will have access to this data, in an anonymous form, to enable them to better understand energy usage and allow them to plan for your energy needs.

## What happens to my data?

- All of your personal details are stored within your account with us.
- Your Smart Meters will send us information such as the amount of energy used within your property. We can receive this information as frequently as every half an hour.
- Every day, at midnight, your meter will send us up-to date meter readings with your usage levels and current balances.

Receiving this information will allow us to provide you with accurate information should you have any questions regarding your energy usage and also offer you relevant energy saving advice. By using this data we are able to forecast your future energy usage which means we can buy our energy more efficiently and in turn, keep our prices lower.

## You're in control

- The data provided by your Smart Meter is protected, you have control over it and can decide whether to send us information monthly, daily or half hourly.
- You can choose whether we are able to share your data with other organisations and whether this information can be used for sales and marketing purposes.
- You can change these preferences at any time by contacting our Customer Service Team.

To change your preferences or for further information, please contact our Customer Service Team on 0333 103 9575 Monday to Friday 8am – 7pm or Saturday 9am – 5pm.

# FAQs

## **I have topped-up however the money hasn't credited to my meter. Can I add it manually?**

Yes. You can enter the 20 digit vend code on to your IHD (in-home display) or on to the Smart Meter itself.

You can do this via your in-home display by pressing Menu, Account, then select the relevant fuel type and enter the vend code.

Alternatively, you can enter the vend code directly on to your Smart Meter. Please start by entering an 'A' at the beginning of the code and a 'B' at the end.

---

## **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 used will be deducted from the payment you have made.

If you run out of emergency credit and are struggling to top-up, please call our office on 0333 103 9575 Monday to Friday 8am – 7pm or Saturday 9am – 5pm.

---

## **What happens if I lose my top-up cards?**

If you lose your top-up cards, please call our Customer Service Team on 0333 103 9575 Monday to Friday 8am – 7pm or Saturday 9am – 5pm so that we can arrange to have replacement cards sent to you.

You can generate your Smart card barcode in the 'Pay in Store' section of our App.

Alternatively, If you need to check your payment card numbers, you can do this by pressing Menu on your IHD (in-home display) followed by Settings, Info.

## **My Smart Gas Meter is showing an ‘OVERLOAD’ message on the screen and I am off supply. Can I get back on supply?**

Yes. Firstly make sure ALL appliances are turned off from the mains.

Turn the red lever (next to the Smart Gas Meter) to ‘off’.

Press ‘A’ and follow the prompts on the screen

Turn the red lever back to ‘on’ to release gas in the meter.

Your supply should now be restored.

If you experience any problems, please contact our Customer Service Team.

---

## **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 risks to your health.

---

## **How can I monitor my usage levels?**

You can monitor your usage levels using your IHD (in-home display) under ‘History’ on your Menu. This will display the gas and electricity you have used per hour, day, week or month. You can check your usage in kWh, cost or CO2. Simply press the relevant option to change your view.

# Need Help?

Hopefully all of your questions will be answered in this user guide, but if you are still experiencing difficulties our Customer Care Team can help:-

**www.e.org**

**www.e.org/topup**

Customer Helpline

**0333 103 9575**

**Monday to Friday: 8am – 7pm**

**Saturday: 9am – 5pm**

Email Us: **Customer.service@e.org**

Write to us at:

**E**

**T3**

**Trinity Park**

**Birmingham**

**B37 7ES**

## Top-up Cards

We advise you write down your unique 19 digit gas and/or electricity top-up card numbers here, in the event your cards are mislaid. These numbers are printed along the front of your top-up cards and can be used to top-up on the app, online, over the phone, via text message, as well as any PayPoint outlet:

### Electricity Card Number

### Gas Card Number