smarter, greener energy

Your guide to your smart meter
and in-home display

good
energy

Contents

Thank you for helping make Britain's energy greener

Welcome to the smart energy revolution. Your home is helping to create a smarter energy system that will help everyone from you and your energy supplier to the National Grid be more energy efficient.

This guide sets out everything you need to know about your smart meter(s) and your in-home display (IHD), so that you can start making the most of new insights into your energy usage.

About this guide

We follow the Smart Installation Code of Practice (SMICoP), the industry standard for installing smart meters. As part of this, we commit to providing you with the information and support you need throughout the installation process. For more information, go to **www.smicop.co.uk**

About your IHD3

Your smart meter collects information about how much energy you're using. As well as sending this data to us, it connects wirelessly to your IHD — allowing you to quickly and easily see how and when you're using energy.

For example, you'll quickly be able to see the impact of any changes you make in your home, such as installing LED lightbulbs or upgrading an old appliance to something more energy efficient.

We install two types of IHDs; IHD3 or IHD6. They both perform the same functions but just look a little different. The next two sections introduce you to the displays and how to use some of their key functions.

Getting to know your display

A. **Wireless signal strength** between your IHD and your smart meter

B. **Budget line** indicating your personally set budget (more info in "Setting your budget")

C. **Energy usage displayed as a dial**, showing low, medium and high usage

D. **On/off button** on the back of the display

E. See **your energy usage** and costs in numbers

F. **Displays text feedback**, messages and prompts

G. **Control panel** for scrolling between different information screens and functions

H. **Electricity now lights** indicating your current usage is low (green), medium (orange) or high (red)

Your IHD3

Navigating the control panel
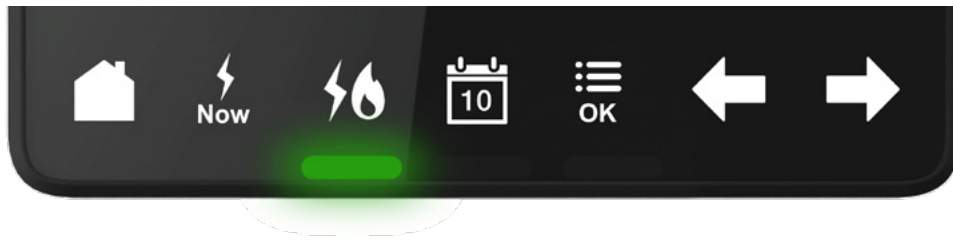
Home
Go to the home screen. This shows today's energy use so far.
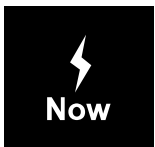
Now
See the electricity you're using right now. (Just to make you aware, instant usage data isn't available for gas, this updates roughly every 30 mins).
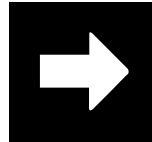
Fuel
Select gas or electricity and see your energy use by fuel type, or the combined total. Dual fuel operation is only supported if you have smart meters for both your electricity and your gas supply.
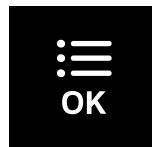
Calendar
Choose to see energy used so far today, this week, this month or this year. Use the left arrow to go back through your usage history.

Arrows
Use the left and right arrows to scroll through the options. Press Menu/ OK again to select an option.

Menu/OK
Press Menu/OK to access the settings such as budget, language, and screen brightness. Pressing Menu/OK also selects an option.

Need some guidance?
Access the in-built tutorial by pressing Menu/OK and using the right arrow to go to 'Tutorial'. Press Menu/OK again to select it.

Customisable settings
Press Menu/OK and scroll to settings to customise your display. This is where you can change the language (English or Welsh), adjust the screen brightness, set your budget, access your account settings and more.

Your IHD3

Using the IHD3

Setting your budget

As higher energy use means higher bills, one of the simplest ways to track how much you're using against an energy saving goal is to set a budget.

The pre-set budgets are:

Electricity
£1.60 per day

Gas
£1.95 per day
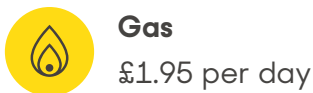
Changing and tracking your budget

1. Press Menu/OK, go to settings, choose 'Set Budget' and press Menu/OK again. Use the arrows to change your budget amounts per fuel.

2. You can set a budget for different time periods – for the day, week or month. As you get used to the IHD, you might want to experiment with different time periods for your budget and see whether this has an impact on your overall energy usage.

3. A 'budget line' will appear on the energy usage dial on the home screen so that you can instantly see how you're doing. You'll hear an alarm when you go over your budget (you can turn this off in the settings).

Stay on track of your electricity usage

The usage dial allows you to instantly see if your electricity usage is low, medium or high — as well as whether you're over or under your budget.

You can view your electricity use for today, this week, this month or this year by navigating to the Calendar button on the control panel.

Green/Low	Orange Medium	Red/High
Budget	Budget	Budget
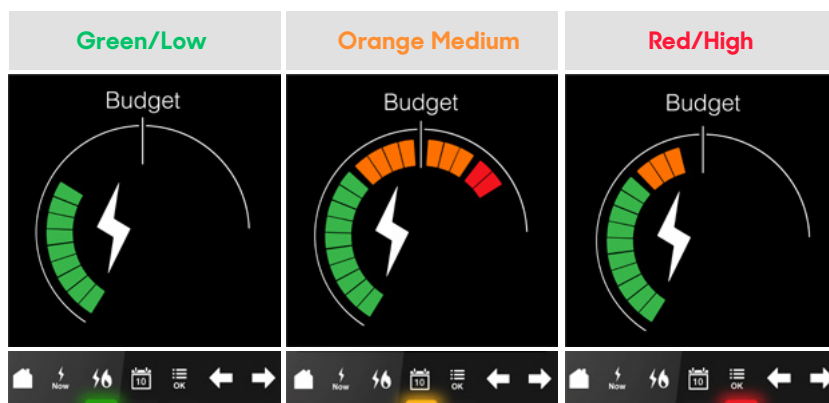
Ambient indicator

The coloured lights at the bottom of the display show your electricity use right now as either low (green), medium (orange) or red (high).
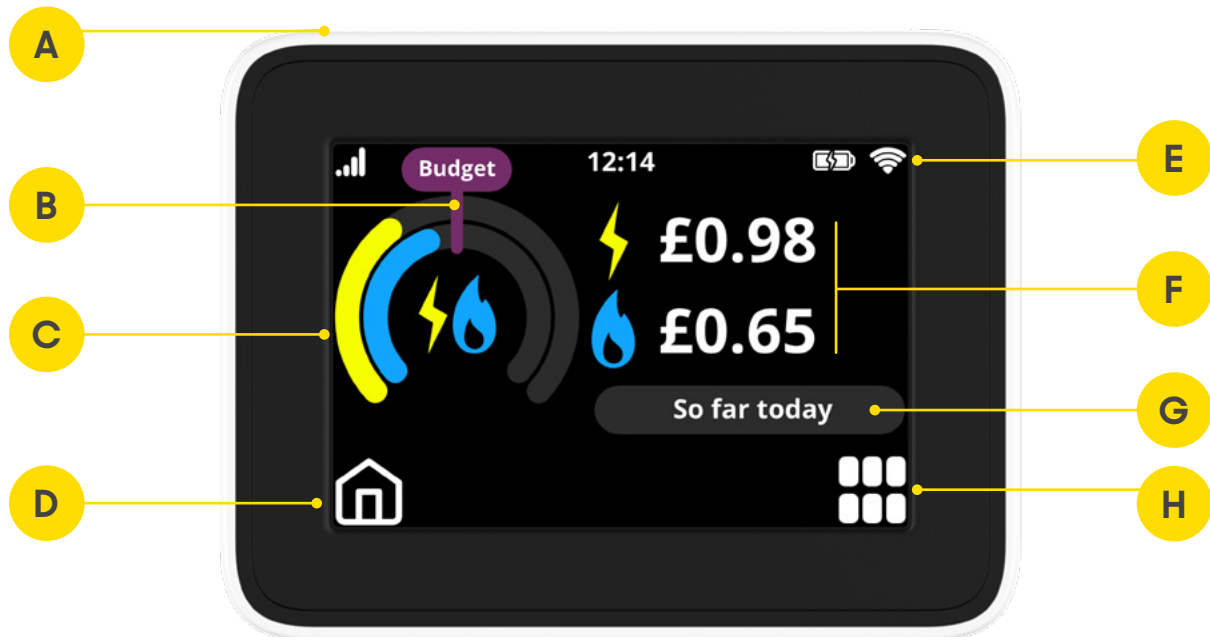
Getting smarter the more you use it

Your IHD will initially compare your energy use against a medium-sized home's average use. But over time, it will learn your typical usage and adjust to show low, medium or high usage for your household.

Your IHD3

About your IHD6

Getting to know your in-home display (IHD)

A
B
C
D
E
F
G
H

A. **On/off button** on the back of the display

B. **Budget line** indicating your personally set budget (more info in "Setting your budget")

C. **Energy usage displayed as a dial**

D. **Home button** to return to this display

E. **Wireless signal strength** between your IHD and your smart meter

F. **See your energy usage** and costs in numbers

G. **Button to display energy usage over time,** including real-time low, medium and high usage

H. **Menu to reach different information or functions**

Your IHD6

Navigating your IHD6

Explore your energy use over time by tapping 'So far today' and scrolling through to see your energy usage now, this week, this month or this year. You can set a default view of your energy usage on your home screen in your settings by selecting Menu, Settings and then Home Screen.

Stay on track of your energy usage from the 'Now' view, by seeing whether you're using low, medium, or high amounts of energy.
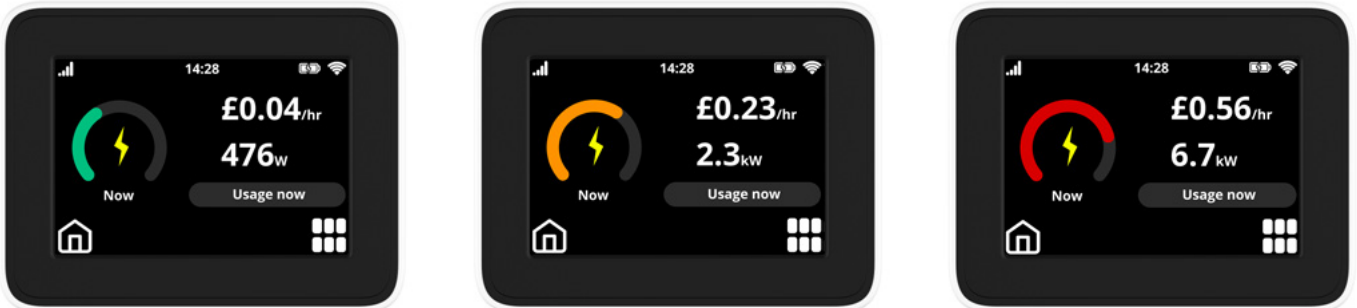
Just to make you aware, instant usage data is only available for electricity – your gas usage will update roughly every 30 minutes. Your IHD will initially compare your energy use against a medium-sized home's average use. But over time, it will learn your typical usage and adjust to show low, medium or high usage for your household.
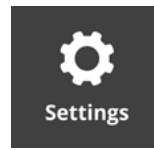
Find the main menu by selecting the menu icon in the bottom right corner. From there, use the right and left arrows to access information about your smart meter and your IHD. You can also set your budget (more on this in the next section).

From the menu, choose "Settings" to adjust things such as brightness, alerts and tones, personalisation of your home screen display, and the language (English or Welsh).

Need some support? Access in-built guidance by pressing the "Tutorial" button within the main menu.

Your IHD6

Setting your budget

As higher energy use means higher bills, one of the simplest ways to track how much you're using against an energy saving goal is to set a budget. Your IHD is set to a default budget, but you can set a personalised one that will help you monitor and manage your consumption better.

Changing and tracking your budget

1. Press the menu icon and then select "Budget"
2. Choose the fuel type you'd like to set the budget for and press "Change"
3. Tap the time period button to select either day, week, month or year and set your desired budget, using the plus and minus buttons
4. Press "Set" and then "OK".

See how you're doing at meeting your budget by checking the budget line on the energy usage dial on the home screen. You can also set up an alert tone for when you reach your budget by going to "Alerts & Tones" under "Settings" in the main Menu.

Your IHD6

About your smart meter

How we take your smart meter readings

Your smart meter sends readings to us automatically, using a dedicated, secure network purpose-built for smart meters. We collect this information about your energy usage so that we can provide you with accurate bills.

As more and more homes get smart meters, we'll also have a clearer picture of how much energy our customers use throughout the day, which will help us match supply and demand with more precision.

Keeping your data secure

As set out in our terms and conditions, we take meter readings from your smart meter for the purposes of generating a bill.

We will take a reading from the smart meter every day, unless you tell us you would like us to take the reading once a month. We will only take readings for each half hour period during the day if you specifically agreed that we could do so when you arranged your smart meter installation.

If you would like to change how often your readings are taken, please email **hello@goodenergy.co.uk** or call us on **0345 034 2400**.

View our full terms and conditions at **goodenergy.co.uk/terms-and-conditions-home**

You can view the Good Energy data privacy policy at **goodenergy.co.uk/privacy-policy**

Reading your meter manually

You shouldn't ever need to read your smart meter, as you'll be able to see all your usage information on your IHD. But just in case you do ever need to take a manual reading, this section explains how.

Reading your electricity meter

If the display is blank, press any button to wake it up. Some meters show the readings by default, on others you may have to navigate for it. There's usually a button for scrolling through different menus and another for scrolling within the menu you're on.

As you scroll through, look for a display called 'Total' or 'TOU'. Once you're there, you may see options for readings such as 'Total Active Import kWh' and 'Total Active Export kWh'. The reading displays that you need for billing will be called TOU Rate 1 for single-rate tariffs, or TOU Rate 1 and TOU Rate 2 for two rate tariffs (such as Economy 7).

Once you've found the TOU rate displays, make a note of the numbers displayed just as you would have with your old electricity meter.

Reading your gas meter

Press any button to wake up the display. Your gas meter reading should appear on the default display or home screen.

Taking a reading using your IHD

You can also see your meter reading as it would be displayed on the meter using your IHD. Your smart meter will transfer reading information to your IHD roughly every 10 seconds for electricity, and roughly every 30 minutes for gas.

Select the fuel type you want to take a reading for using the control panel, and the most recent reading will show up on the display.

If you need to see your meter information (such as your MPAN for electricity or MPRN for gas, which identify your meters), press Menu/OK and scroll to 'meter information'.

Smart meters and saving energy

Because your IHD provides a snapshot of your current energy usage, it's a useful tool for tracking the impact of any efficiency measures you introduce.

For example, after a week or month of following some new energy saving habits, you could use the calendar function to compare with past months and see what's changed.

Quick wins

There are plenty of small changes you can make that can add up to make a real difference to your energy usage. Here are a few ideas:

- Replace lightbulbs with LEDs, which use less electricity
- Air dry laundry as much as possible instead of using a tumble drier
- Only boil the amount of water you need using the kettle
- Turn appliances off at the plug instead of leaving on standby
- Layer up on cold days so your heating doesn't have to do all the work.

For more ideas, view energy saving tips guides and videos at **goodenergy.co.uk/smart-meters/smart-meter-installation** or go to **energysavingtrust.org.uk**

Big improvements

Did you know that 45% of energy consumed in the UK is used for heating*? On average, a quarter of the heat we use at home will seep out through the roof and a third through walls and gaps around doors and windows.

This means that one of the most significant energy savings you can make is to insulate your home well. Draught excluders for doors and windows are easy ways to get started, but the biggest differences can come from loft and cavity wall insulation.

*Energy Saving Trust

More information

If you have any questions about smart meters and your IHD that aren't covered in this guide, please check the FAQs at **goodenergy.co.uk/smart-meters/faqs**.

This covers subjects such as what happens if you switch supplier, what you should do with your IHD if you're moving house and more.

Safety notice

Please read these safety precautions before you use your IHD. Keep this guide somewhere easy to find in case you need to refer to it again.

- Your IHD is designed for indoor use in dry environments. Don't expose it to excessive moisture. To clean the display, disconnect it and wipe with a soft dry cloth. Don't immerse it in water or other liquids. If the display does get wet, turn it off, disconnect it and allow it to dry 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.
- Don't attempt to open, repair or service any part of your IHD yourself. If the device appears to be faulty please contact us.
- Don't use a visibly damaged power adapter or power lead. Only use the power adapter that came with the display.
- Supervise young children if they use the IHD.
- 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.

This product complies with RoHS regulations.

good
energy

Need help with your smart meter or IHD?

If you can't find an answer to your query on our website or you think your IHD is faulty or broken, please get in touch. One of our team will be happy to help.

✉ hello@goodenergy.co.uk