

# A guide to your smart meter

Ready to save some energy?



## Say goodbye to meter readings

### And hello to your new meter and In-Home Display

You're officially doing it: speeding up your journey to zero carbon – with your smart meter!

Smart meters are super important in helping all of us get there. By tracking your energy use, they help you save money and energy, which means you can cut your carbon emissions too. Take that, climate change.

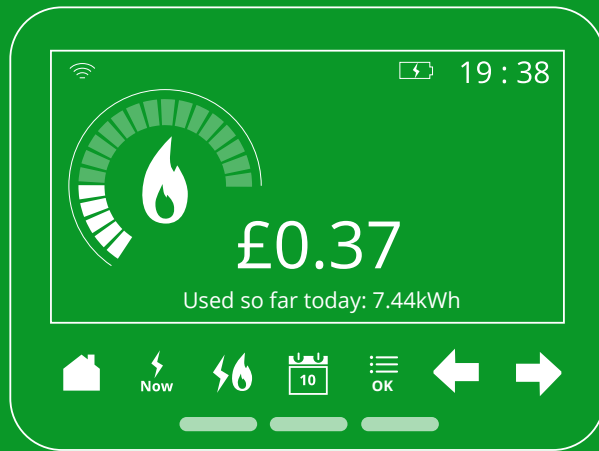
This guide tells you what all the buttons do. Plus, how to waste less energy, and how to fix things – in case your meter misbehaves.

Happy energy-saving  
The OVO Team

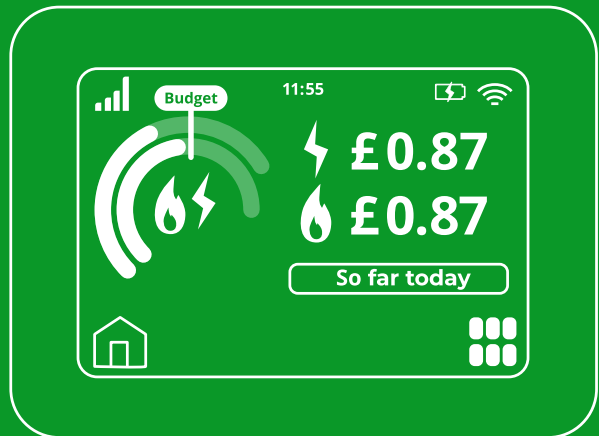
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## IHD3



## IHD6



## Meet your In-Home Display, IHD for short

Imagine it's like a window into your smart meter, showing your energy use and spending in real time. It's very energy-efficient, costing you less than 70p a year to run.

You'll notice your IHD is either an IHD3 (its icons are just below the screen) or an IHD6 (which is completely touchscreen). These models work a little bit differently, so this guide covers the instructions for both.



### Top tip!

Get a great overview of your energy in your online account. Month by month, you'll learn more about your energy use and habits, so you can make small changes to waste less.

## Good to know

### Keeping your IHD safe

You should only use your IHD charger to power it. Using any other type could damage it.


### How to power it

Simply keep it plugged in. It'll keep doing its thing. When unplugged, the battery of your IHD will last for about four hours.

### How long it takes to fully charge

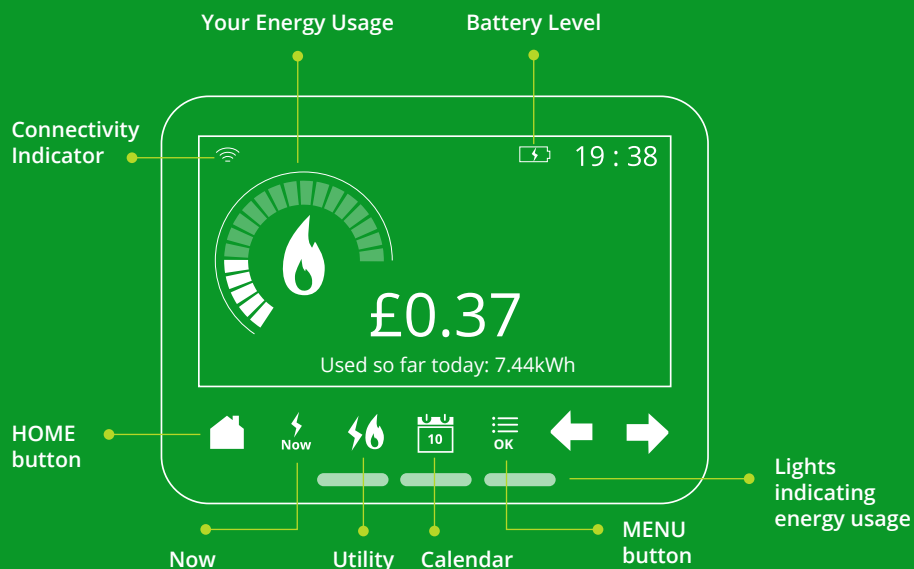
Around three hours. If you see this , it's still charging.

### How to check its battery level

Just look for this . Your screen will be bright when it's fully charged, and will get dimmer when the battery is running low.

# This is how your IHD3 works

Here's what all the icons mean on your IHD3 screen:



## How to see your energy use on your IHD

You can check how much you've used daily, weekly or monthly, or in real time – in £ and p and kWh. Just press:

- **HOME** – to see how much energy you've used today
- **NOW** – to see how much energy you're using in real time
- **UTILITY** – to switch between your electricity use, gas use and both
- **CALENDAR** – to go through daily, weekly and monthly use (and the **LEFT** arrow to scroll back)

## What the colours at the bottom of the screen mean

They'll show you the status of your energy use: low (green), medium (amber) and high (red). At first, this will be an estimate based on the energy use of a typical consumer. After a while, your IHD will learn your habits and adjust everything on your energy use.

## How to check your meter readings

1. Tap **OK**
2. Press the right arrow three times
3. Tap **OK**
4. Use the **UTILITY** button to toggle between your electricity and gas readings



### Top tip!

By pressing the **NOW** button, you can see your real-time energy and check if you've got any appliances or lights on. This will help you know which uses the most energy.

## How to set an energy budget

Just tap these buttons:

1. **OK**
2. Press the right arrow
3. **ADJUST SETTINGS**
4. **OK**
5. **SET BUDGET**
6. Then **OK** again
7. **CALENDAR** – to choose how long you want to set the budget for (daily, weekly or monthly)
8. Use the arrows to increase or reduce your budget (after a while, you'll see here your energy use for the previous period too)
9. **OK** – if you're happy with your budget

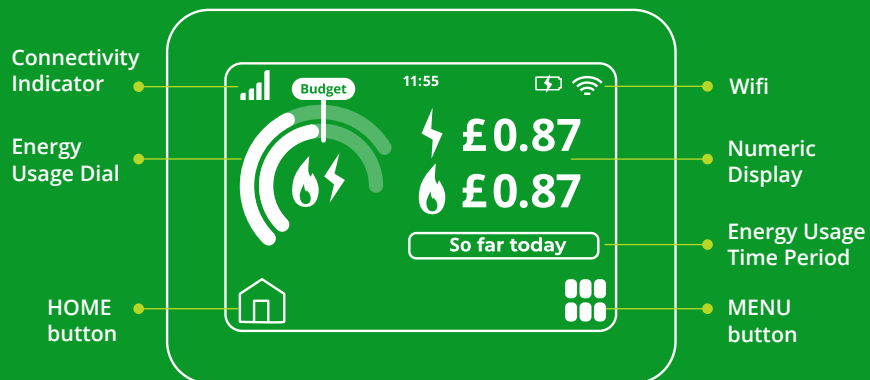


### Top tip!

You can set a separate budget for electricity and gas by pressing the **UTILITY** button. Your IHD will then create a combined budget for both.

# This is how your IHD6 works

Here's what all the icons mean on your IHD6 screen:



Tap **MENU** to explore all these options. The **HOME** button will take you back to the homepage.

## How to see your energy use on your IHD

You can see how much you've used daily, weekly or monthly, or in real time. Just press:

- **HOME** – to see today's energy use in £ and p – or in kWh if you tap on the value.
- **SO FAR TODAY** – to change between daily, weekly, monthly and yearly use. If you've got a set budget (check page 7 for IHD3, and 9 for IH6), the graph on the left shows your energy use compared to your budget.
- **USAGE NOW** – to check how much you're using, right now.



### Top tip!

Go to **SETTINGS SCREEN** to change your home screen view. You've got 4 different options. Have a play, see which one you like most.

## How to check your meter readings

1. Tap **MENU**
2. Press the right arrow to go to the next page
3. Tap **METER INFO**
4. Use the arrows to scroll through your old readings and your Meter Point Administration Number (MPAN)

## How to set an energy budget

Just by pressing a few buttons:

1. **MENU**
2. **BUDGET OPTION**
3. Choose the fuel type budget you'd like to adjust
4. **CHANGE**
5. Use the arrows to increase or reduce your budget
6. **TIME PERIOD** – to choose how long you want to set the budget for (daily, weekly or monthly)
7. **SET** – if you're happy with your budget
8. **OK** – to save everything

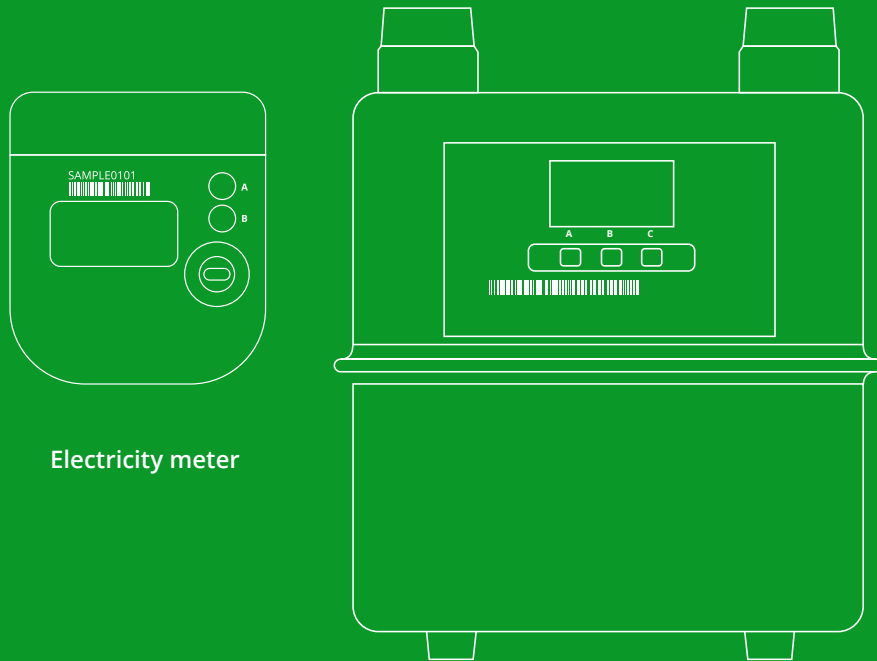
Once you're done, you can see on the home screen if your energy use matches your budget.

## How to check your online account info on your IHD

Go to **MENU**, then **ACCOUNT**. The arrows will guide you through all your online account details. Like your unit rates and standing charges, account number, and payment method.

## Meet your smart meters

Smart electricity and gas meters look like this:



Electricity meter

Gas meter

It's normal for the lights to flash, so don't worry about red or green lights.

## Meet your electricity meter

You'll get all your energy info through your IHD, so you won't need to do much with your meter.

### How to see your electricity readings on your meter

Just press any button to wake up the screen. It's that simple.

### How your smart meter talks to your IHD

Through a cool communication hub that's connected to your electricity smart meter. This sends your meter readings to us and your IHD. Basically, it's the bit that makes it smart.

If your meter is having trouble sending us readings, we might ask you to tell us what the lights are doing.

### What the lights mean

- SW** This shows the status of the hub's software. You should see a green light flashing every five seconds.
- WAN** Shows your communication hub's ability to communicate with us. If your meter is connected, you'll see a green light flashing every five seconds. This light may be off if your meter is using the MESH network to communicate.
- MESH** This light may be on if your meter is connected and communicating through another network (this network has been built to allow more meters to communicate in areas with poor or no signal).
- HAN** This light shows the connection status of your electricity meter, gas meter and/or IHD with your communications hub on the HAN (Home Area Network). If connected, you'll see a green light that flashes every five seconds.
- GAS** This light tells you if a gas meter is connected – you should see a green light flashing every five seconds. If you don't have a gas meter installed, this light will be off.

## Meet your gas meter

Much like your electricity meter, your IHD will send you all the info about your gas use.

### How to see your gas readings on your meter

Just press any button to wake up the screen. They'll be right there.

## Troubleshooting tips, just in case

### If your smart meter is having an issue

Check out our [troubleshooting page](#).

### If you're still getting estimated bills

It's possible that we've lost connection with your smart meter for a bit. We'll most likely spot this in our system, so we might ask you to check a few things. If we notice that your meter hasn't sent us a reading in 3 months, we'll get in touch to check what's happening.

### If you see flashing lights on you meter

Don't worry, it's completely normal, and a good sign that your meter is working perfectly.

## Tips to cut carbon, and bills

By tracking your energy use in £ and p, your meter can help you make small changes to waste less energy. This way, you can cut your energy bills and your carbon emissions too.

### Here are some easy life hacks you can start with, room by room.

#### In your bedroom:

- Remember to turn off the lights when you're not there
- Only turn the heating on when you're in
- When it's cold, snuggle up with a cosy jumper or an extra blanket, instead of turning up the radiator
- In summer, stay cool by opening windows – and rolling down the blinds when it's sunny

#### In your kitchen:

- It's best to only fill the kettle with the water you need
- Have a go at washing your dishes in the bowl, instead of under a running tap
- Take your time, let your hot food cool down (except for rice) before putting it in the fridge
- Try using the washing machine with a full load, and at 30°C or cooler
- Fully load your dishwasher, and select the eco setting
- Match your pans with the right hob size
- In winter, use the highest spin cycle so your clothes are as dry as possible before you take them out
- Make sure your boiler does its job well – just get it checked once a year

### In your bathroom:

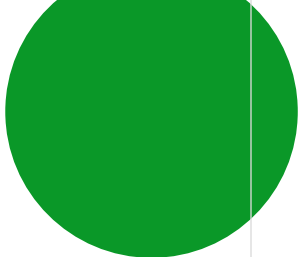
- Install water-saving gadgets like aerating shower heads (they're usually free from your water company)
- Try to use cold instead of hot water to rinse your toothbrush
- Turn off the fan, and open the window instead
- Make a note of any dripping taps so you can fix them – the sooner, the better

### In your living room:

- Make a habit of switching off all the lights you don't need
- Keep your thermostat between 18°C and 21°C
- Switch off appliances you're not using, like your TV or laptop
- Try to turn off everything that's on standby
- Swap halogen bulbs for LEDs, for good

### In your garden:

- In summer, go for a washing line instead of a tumble dryer
- Remember to turn off your outdoor lights and heaters when you don't need them
- Try to store rainwater to water your plants
- Set your sprinklers to water only what you need



## Get tips, answers and free help

### For all things smart meters and IHDs...

Head to our [meter guide](#). Or, why not ask our awesome members on the [OVO Forum](#) (search for 'smart meters' or 'IHD').

### For energy-saving home improvement grants...

The [Centre for Sustainable Energy](#) will show you the way. You can call them on 0800 408 6601.

### For extra support with your energy...

There's a lot we can do to help. From giving you notice about planned power cuts, to braille and large-print bills. Read more about our [Priority Services Register](#).

## Keep this booklet handy

### And remember, we're here if you have any questions:

- Chat to us online (Mon–Fri 8am–6pm, Sat 9am–1pm)
- Check out our [Help pages](#)
- Ask other members on the [OVO Forum](#)
- Email us: [hello@ovoenergy.com](mailto:hello@ovoenergy.com)
- Call us: 0330 303 5063 or 01179 303 100
- Or write to us: OVO Energy, 1 Rivergate Temple Quay Bristol, BS1 6ED

### The final readings from your old meter(s):



