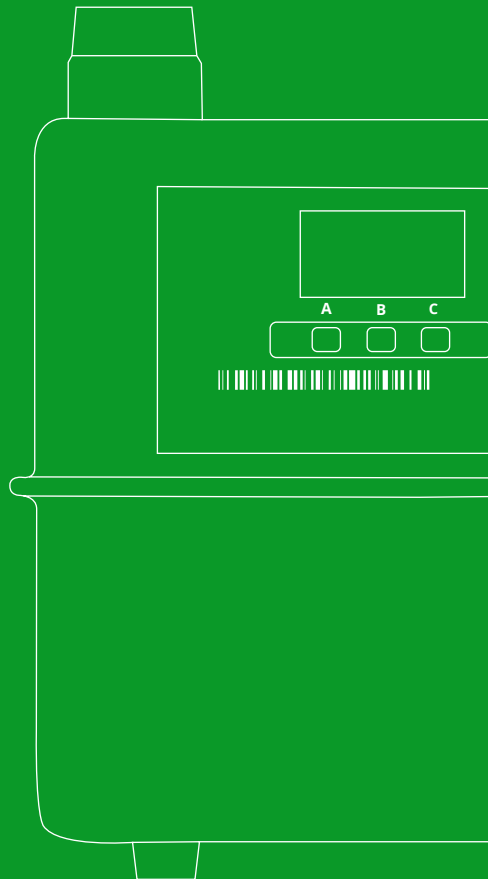**OVO energy**

Your smart system explained

Smart move

Now you've had a smart meter installed, you're all set to understand your energy use like never before. Feeling futuristic? You should. You're also ready for the latest innovative renewable energy tech, like smart electric vehicle chargers and more.

But that's not all. Your new smart system can help you save money, and your days of venturing into a dusty meter cupboard to get readings are (thankfully) over. They'll now be sent automatically.

Your smart system has been installed to the highest standards (we're a member of the Ofgem-approved Smart Metering Installation Code of Practice) and in this guide, we'll explain how everything works. And in the unlikely event that you have any issues with your smart system, we've also included some troubleshooting tips.
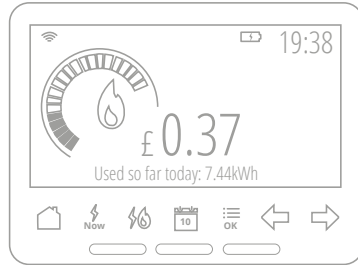
Thanks,
The OVO Team

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What's covered in this guide

Introducing your In-Home Display (IHD)

This is your IHD. Imagine it's like a window into your smart meter and the info it holds.

It'll show you near-real-time stats – like how much energy you've used and how much you're spending. It's also very energy efficient, costing less than 70p a year to run.

⊙ **Top Tip**

You can find even more insightful info on My OVO – like energy use graphs and your usage broken down by appliance. Once you've built up a few weeks of energy use, simply log in here: (https://my.ovoenergy.com).

Important safety note

You should only use the charger that comes with the IHD to power it. Using other chargers with the IHD could cause a safety risk.

Powering your IHD

Simply keep your IHD plugged in and it'll keep doing its thing.

If you want to have a play with your IHD on the sofa, or if there's a power cut, it's got an internal battery to keep it powered up for about four hours once unplugged. You'll need to recharge it by plugging it back in.

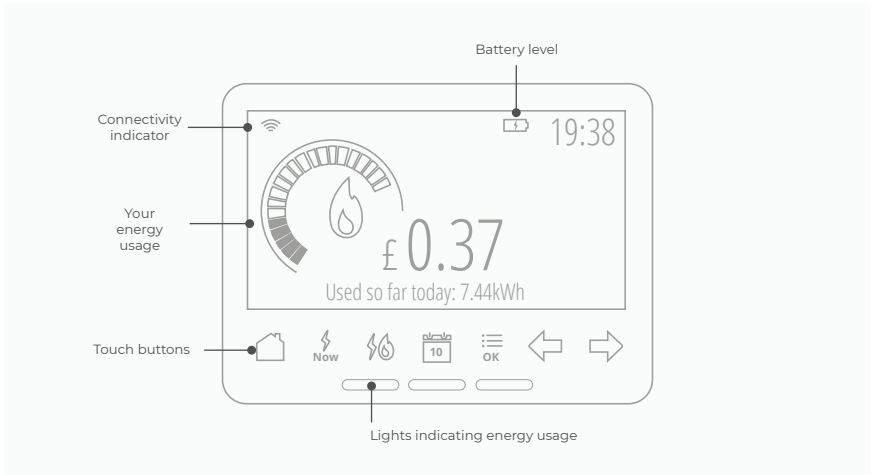**How can I check how much charge it has?**

Look for this symbol ▭ – also, your IHD screen will be bright when there's a full charge and will get dimmer when the battery is running low.

How can I charge my IHD?

Just plug it in – it'll take about three hours to charge fully and you'll know it's charging when you see this symbol: ⊞

Your IHD screen

Here's what all the icons mean on your IHD screen.

Your IHD buttons

You can use the 7 buttons along the bottom of your IHD to navigate through all its features. Feel free to press some.

Seeing energy use on your IHD

You can see how much energy you've used by day, week or month on your IHD. You can also see how much energy you're using right now.

Real time, daily, weekly or monthly energy use

Tap the Home button ⌂ on the bottom bar to see how much energy you've used so far today.

Tap the Now button to see how much energy you're using in real time. This is displayed as kilowatts (kW) and cost per hour. The coloured light at the bottom shows if your current energy use is low (green), medium (amber) or high (red). These usage brackets are based on an average user's usage at first, but after a while your IHD will learn and adjust the brackets based on your own energy usage.

Tap the Utility button to switch between viewing electricity use, gas use or combined stats.

Tap the Calendar button to cycle through daily, weekly and monthly views. Tap the Left arrow to scroll back through daily, weekly or monthly views.
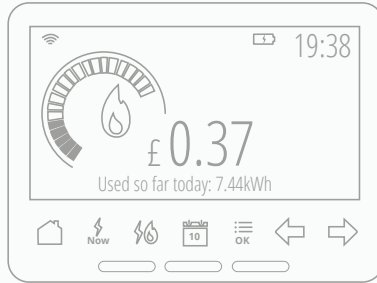
Seeing meter readings on your IHD

With a few button presses you can see your meter readings on your IHD screen.

1. Tap OK

2. Press the right arrow ⇨ three times to see meter information.

3. Press OK to see your meter readings, using the Utility button to toggle between electricity and gas

ⓘ Top Tip

Use your real-time energy screen to check if any appliances or lights have been left on, and to work out which appliances use the most energy.

Setting an energy budget on your IHD

Your IHD makes it easy to take control of your energy use by setting up a budget.

Here's how to set one up:

1. Tap OK to bring up the menu screen.

2. Press the right arrow ⇨ to select Adjust Settings and press OK. Then select Set Budget by tapping OK again.

3. Choose the time period you want to set a budget for (daily, weekly or monthly) by tapping the Calendar button.

4. Tap the left ⇦ and right ⇨ arrow buttons to change the amount. You'll see your energy use for the previous period to help you set a budget.

5. Once you're happy with your budget, tap OK to save.

You can set a separate budget for electricity and gas by pressing the Utility button. Your IHD will create a combined Budget line on the home screen.

Your meters explained

Over the following two sections, we'll explain some of the features of your electricity and gas meters (if you have both).
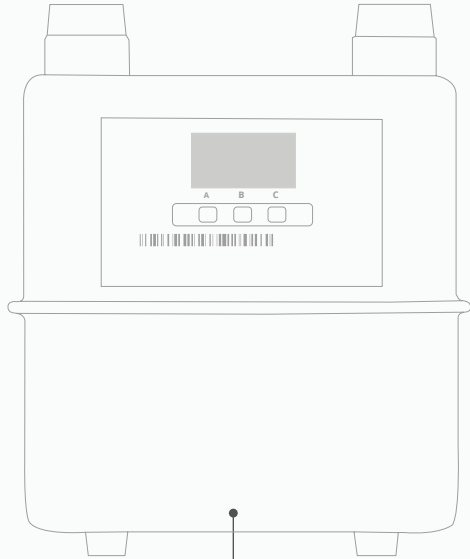
Electric meter   Gas meter

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

Your electricity smart meter

This is your electricity smart meter. As you'll get all your energy info through your IHD, you won't need to do much on your smart meter.

Communications hub

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Seeing your electricity reading

To view your meter reading on your smart meter, press any button to wake up the screen.

The communications hub

Your communications hub is connected to your electricity smart meter – it's the bit that sends us your meter readings and connects to your IHD. Basically, it's the bit that makes it smart.
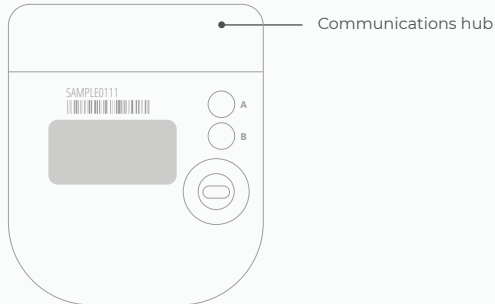
If your smart meter is having trouble sending us your meter readings, we might ask you to tell us what the lights below are doing.

What do 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.

Your gas smart meter

This is your gas smart meter. Just like your electricity meter, you'll get your energy info through your IHD, so you won't need to do much with the meter.

Seeing your gas reading

To view your meter reading on your smart meter, press any button to wake up the screen.
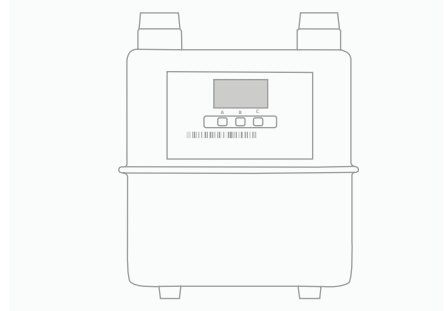
Troubleshooting tips

Getting help with your smart meter

Think there's a problem with your smart meter? Here's some advice to help. If this section doesn't cover your issue, check out our troubleshooting page: www.ovoenergy.com/help/smart-meter-troubleshooting

I'm still getting estimated bills – why?

If you're getting estimated readings for both electricity and gas on your OVO statements, it could mean that we've lost connection with your smart meter(s). We'll probably spot this, and we might ask you to do a 'meter health check'.

If we don't get a reading from your smart meter for 3 months, we'll get in touch to take a closer look at what the issue might be.

What do the flashing lights on my meter mean?

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

How can I see my meter reading?

The best way to view your meter readings is through your IHD.

However, if you want to see it on the meters themselves, you can "wake up" the screen by pressing any button and you'll be able to see the meter readings on the meter display.

Getting started with energy saving

Your new smart system really helps you get a grip on your energy use at home. But it doesn't stop there. If you're interested in cutting unnecessary energy use, lowering your bills and reducing your carbon footprint, here are some ideas to get you started.

In the kitchen

You could save £40 a year by being careful about how you use your kitchen appliances. Don't fill your kettle right up every time – take a quick head count for who wants a cuppa first. Then only boil the amount of water you need by measuring water into a cup before pouring it into the kettle. Keep your fridge and freezer at least two-thirds full, defrost them regularly and don't put them next to cookers or in bright sunlight. Set your washing machine to wash at 30°C. Only use your tumble dryer when you can't dry your clothes outside.

In the bathroom

Take showers rather than baths. And don't spend hours in the shower – just one minute less each day could shave £10 a year off your bills. A water-efficient showerhead will cost around £27 and a family of four could save around £75 a year on water heating.

Heating

Set your boiler and heating to come on only when you need it. Make sure the thermostat is on a low temperature, as a higher temperature could reduce its efficiency by 10 to 20%. Having a modern, A-rated boiler will mean that your boiler is extremely efficient, could save you hundreds on your bills and will waste much less energy than older inefficient boilers.

For more information about boiler efficiency, visit: www.ovoenergy.com/help/boiler-efficiency

Not using it? Turn it off

Don't leave devices on standby. You could save around £30 a year just by turning them off. Turn off the lights as you leave a room, and if you're not using your computer for a while, switch it off rather than leaving it on the screensaver. Never leave chargers plugged in, as they use power even when the device isn't charging.

For more energy-reducing tips, read our guides at: www.ovoenergy.com/guides, particularly '120 ways to save and conserve energy' (www.ovoenergy.com/guides/energy-guides/120-ways-to-save-energy)

Upgrade your home to make it more energy efficient

Here are some ideas on how you can upgrade your home to become more energy efficient. Some are more affordable than others – but over the long run, they'll all save energy and money on your bills, too.

Switch to longer lasting low-energy light bulbs

This is one of the most straightforward and affordable ways to save energy in your home. Energy-efficient bulbs can be Compact Fluorescent Lamps (CFLs) or Light Emitting Diodes (LEDs). So what could you save? The average household upgrading all lights to energy-efficient bulbs would cost around £125, and save around £60 a year – not forgetting that most LED bulbs last 50 times longer than normal bulbs, too.

Need help deciding which bulb to use? Check out our guide to energy saving light bulbs www.ovoenergy.com/guides/energy-guides/energy-saving-light-bulbs

Insulate everywhere you can

A properly insulated home can trap heat inside for longer, and that saves you money on your energy bills. Here are some draught-busting ideas to get you started.

Roof

Loft insulation could cut heat loss by up to 25%, which will have a big impact on your heating bills.

Walls

If your home has cavity walls you could save up to £140 a year with insulation. Solid walls can be insulated too. It costs more than insulating cavity walls, but the savings on your bills will be bigger.

Doors and windows

Unless your home is very new, it's probably losing heat through gaps around doors and windows. If you can afford it, get double or triple glazing. If not, buy draught-proofing products for doors and windows. Depending on the size of your house, materials could cost around £160 but you could save up to £75 a year.

Hot water tank

A properly-fitting tank jacket could save you around £25 to £35 a year – or more if you heat your water with an electric immersion heater.

Floor

Insulate under floorboards and seal gaps between floors and skirting boards. Be careful: floorboards rot without ventilation, so don't block air-bricks.

More help

For more help, tips and answers on all things smart meters, IHDs and more from customers in the know, head to the OVO Forum (forum.ovoenergy.com) and search for 'Smart Meters' or 'IHD'.

We've partnered with the Centre for Sustainable Energy to give you free, independent advice about energy efficiency and how to apply for grants and financial support. Visit their website at www.cse.org.uk for more info.

If you're a pensioner or a parent to young children, have a disability, are blind or partially sighted, have hearing difficulties, suffer from long-term ill-health or rely on your energy supply for medical reasons, our Priority Services Register is here to help.

For more information and to sign up, visit www.ovoenergy.com/help/priority-services-register, or call us on the number at the end of the booklet.

Keep this booklet handy

Contact us

Email: hello@ovoenergy.com

Phone: 0330 303 5063 or 01179 303 100
(Please check our website for the latest opening hours).

Post: OVO Energy, 1 Rivergate Temple Quay Bristol, BS1 6ED

Enjoying OVO? Help other people find us by leaving a review on Trustpilot: ovoener.gy/trustpilot

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Closing readings from your old meter(s)

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