In-Home Display (IHD) user guide

ScottishPower

Welcome to smarter living

Now that your smart meter(s) is/are installed, here is your guide to operating it with your In-Home Display (IHD).

This user guide explains:

- Your smart meter benefits
- How to make full use of your IHD unit
- How to top up your Pay As You Go (PAYG) smart meter

We're helping you understand and plan how you use your energy - from tracking it and topping up, to learning how to become more energy efficient.

If you need further help or have questions, please visit **scottishpower.co.uk/support-centre**. It's the easiest and quickest way to get the help you need.

1. Your smart meter

Now that you've had your smart meter installed, you have access to:

1. A portable IHD unit that lets you track your energy use in pounds and pence.

2. Automatic meter readings retrieved half-hourly, daily or monthly - so you no longer have to submit your readings.*

3. Accurate bills based on actual energy usage - no more estimated bills.*

4. The ScottishPower App for easy top ups, energy tracking, access to your account and more.

5 Access to the Energy Insights tool within our app**, which has simple graphs to illustrate how much energy you're using and where - whether it's heating, cooking or lighting.

6 Emergency credit and our Friendly Non-Disconnect (FND) period.

*There may be times when we are unable to communicate with your smart meter and may request manual reads or rely on an estimate.
**Provided you have signed up for half-hourly meter reads.

2. Your IHD

Your IHD is a handy screen that communicates directly with your smart meter. Place it on your countertop and view your energy usage. It's easy to use - just tap the touch buttons to start managing your energy consumption.

The IHD includes:

- Electricity and gas usage information
- Budget-setting
- Low credit warning
- A top-up function

Before you start

Check your IHD is in a location with a good signal (ideally within 10 meters of the meter).

Your IHD is portable and has approx 1 hour battery charge - but it's a good habit to keep this plugged in.

Your IHD is handy for carrying around the house to see the effect of turning appliances on and off. Just remember to plug it back in after testing.

Switching on and off

- **On**: press the button on the back of the IHD.
- **Off**: press and hold the button on the back for 10 seconds.
- **Power loss**: if running off the battery, plug it back in and simply press the button on the back of the display (it will take a few minutes for the IHD to catch up with your energy history).

3. Operating your IHD

Try it out to see how easy it is to use.

Use the touch buttons to control it and find out how you're using energy in your home.

1 **Wireless Signal Strength**: the signal strength between your IHD and your smart meter.

2 **Battery Indicator**: battery level and charging status.

3 **Time**: current time in 24hr format.

4 **Energy Usage Dial**: current energy use* (low - green, medium - orange or high - red).

5 **Fuel Type**: shows the fuel type information currently being displayed – electricity ⚡, gas 🔥 or both.

6   **Budget Indicator**: the budget line indicates the personal budget you have set (see more in 'Setting a Budget').

7   **Numeric Display**: see the cost of your energy usage in pounds and pence.

8   **Text Display**: displays text feedback, messages and prompts.

9   **Electricity Now Lights**: see your electricity use right now as low (green), medium (orange) or high (red).

10   **On/Off Button**: on the back of the display.

11   **Home**: go to the home screen.

12   **Now**: see what you are using now.

13   **Fuel**: select gas or electricity and see your energy use by fuel type, or the combined total.

14   **Calendar**: you can choose to see your energy **Used so far today**, **this week**, **this month** or **this year** (use the left arrow to go back through your usage history).

15   **Menu/OK**: press **Menu/OK** to access settings such as budget, language, screen brightness; use the left and right arrows to scroll through the options and press **Menu/OK** again to select an option.

16   **Arrows**: use the left and right arrows to scroll through the options; press **Menu/OK** again to select an option.

*Usage to within 30 minutes.

Getting help

- Your IHD has a built-in tutorial to show you how it works.

- Press **Menu/OK**, then use the **right arrow** to go to **Tutorial** and press **Menu/OK**.

Switching between gas and electricity information

Press the fuel button to select gas or electricity to see your energy use by fuel type, or the combined total.

Viewing energy use across a time frame

Select the **calendar** icon.

You can choose to see your energy **Used so far today**, **this week**, **this month** or **this year**.

Once you have selected the period, use the **left arrow** to go back through your usage history.

Please note, your gas meter updates the IHD every half hour, and your electricity every 10 seconds.

Light indicator

The coloured lights give an indication of the fuel you're using now based on the previous week's consumption.

● **Green** - low level of energy use

● **Amber** - medium level of energy use

● **Red** - high level of energy use

If the light is red, then you are using a lot more energy than the previous week and you may want to reduce your energy use.

Setting a budget

You can set a budget to help you stay on track with your energy spend. Simply choose your fuel type and select the preferred time period (day, week, month) and view your budget in pounds and pence.

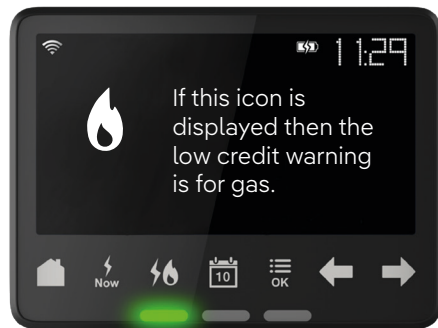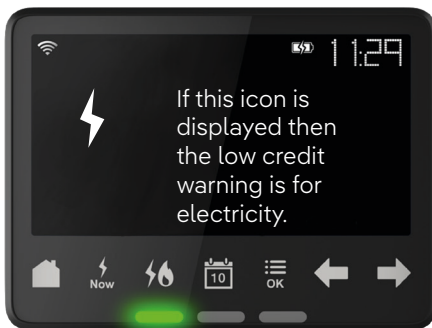It's also easy to keep track of your budget by checking the energy usage dial on your home screen.

To set a budget, follow the steps below:

1 Press **Menu/OK**

2 Choose **Settings**

3 Use the arrow buttons to scroll and select **Set Budget**

4 Press **Menu/OK**

5 Use the arrows to set your budget.

Low credit warning

Your IHD will provide low credit warnings. These alerts give you enough time to arrange a top up.

Your IHD will display the fuel which has fallen below the **low credit** threshold of £2.

If this icon is displayed then the low credit warning is for electricity.

If this icon is displayed then the low credit warning is for gas.

Pages 8-16 only apply if you are a PAYG customer.

Accessing emergency credit for gas and electricity via your IHD

When your balance falls below £1, you will be able to access the emergency credit. You will first receive a **Low credit warning** message and then an **Emergency credit available** message.

To access this credit:

1 Press **Menu/OK**. while this message is on-screen.

2 A '**Select Emergency Credit**' message will appear.

3 To activate, press **Menu/OK**.

Your meter has a set amount of emergency credit built into it. This is to help keep your energy supply on until you can top up. If you then run out of emergency credit, your supply may be temporarily disconnected until you top up.

Please note:

- If you know you are going to be away from home for any period, you should make sure there is enough credit to cover the cost of energy, plus standing charges (and any debt repayment) that will be needed while you are away.

- If you run out of credit during periods when it may be difficult to top up, the meter's Friendly Non-Disconnect (FND) period will be activated. This is a safety function to ensure your energy supply won't turn off during these times. For this to be activated, the PAYG meter(s) need to be in a credit balance at the start of the period. Typically, this FND period covers overnight, all day Sunday and bank holidays. Please refer to our support centre (**scottishpower.co.uk/support-centre**) for more information.

- Emergency credit must be repaid. You will need to repay the amount of emergency credit used, plus standing charges and any payments you are making towards an outstanding balance (if applicable). The meter will not return to normal until this is paid.

How do I get my smart meter back on supply?

There may be several reasons you are off supply. Please first check if only your property is affected or if it is part of a wider network issue (power cut) in your local area. If it's a wider issue, please refer to our support centre, at **scottishpower.co.uk/support-centre**, or **call 105** from your mobile or landline, for additional information.

If only your property is affected, please first:

- Check your trip switch (if you have one) to see if it has tripped; if so, turn off all your appliances and then reset it to the on position - if your trip switch continues to trip, you may need to call an independent electrician for advice.

- Check your PAYG meter balance; if you're away from your property for a while, and have not topped up enough to cover your daily standing charge, you may have outstanding balances and need to top up (refer to the information in the previous section).

- Check if there is a message on your meter saying, **Supply Disconnected**. If so, you'll need to first top up so you are in credit and then reconnect your supply (please note that the instructions and screen displays may differ depending on the type of meter you have installed, so please refer to your specific meter's guide).

Note: Your gas meter has a safety feature that prevents your supply from being restored while any appliances are switched on. Please ensure all appliances are switched off in the first instance. If you don't, the gas valve will re-close as a safety precaution. If this happens, and you need additional support, please visit our support centre at
scottishpower.co.uk/support-centre

Reconnecting your electricity via your IHD

Once your meter has credit in it, or you have activated your emergency credit, follow these steps to re-enable your supply:

1. Press the **Home** button to go to the main menu

2. Display will show **Activate supply**; press **Menu/OK**

3. Display will show **Enable electricity supply** - select **YES/NO**; press **Menu/OK**

4. Your supply will now be reconnected.

Emergency credit selected

Enable electricity supply {YES/NO}
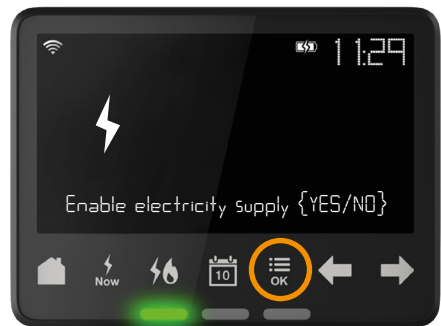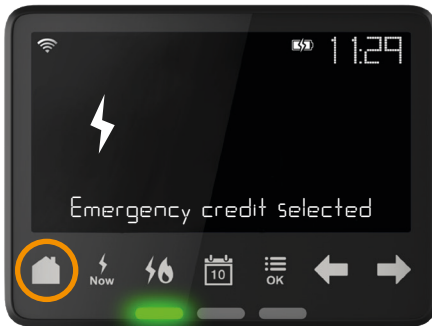
Checking your debt settings

1. From the home screen, ensure you're on the correct fuel; to alternate between them, press the fuel button

2. Press **Menu/OK**

3. Press the **right arrow** to cycle through menu options until **Debts [OK]** is displayed

Debts [OK]
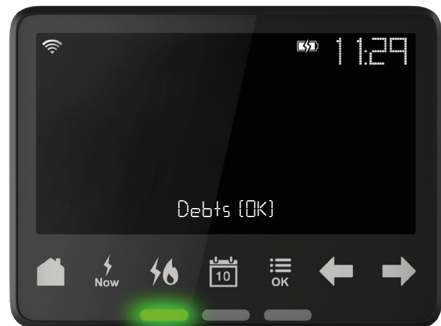
4   Press **Menu/OK**, to view debt information

5   Use the **right arrow** to cycle through debt information which includes the following:
-   **Debt to clear**.
-   Electricity or gas debt (based on which fuel you have chosen to view).
-   **Debt 1 Total** and **Debt 1 recovery rate**.
-   **Debt 2 Total** and **Debt 2 recovery rate**.
-   **Debt 3 Total** and **% per top up**.

6   Press the **Home** button to return to main menu.

4. How to top up your smart meter

Topping up has never been easier. You can now top up:

- In the ScottishPower App.

- At your local Post Office, any PayPoint or Payzone outlet.

- Manually by entering your Unique Transactional Reference Number (UTRN) in your IHD.

- Manually by entering your UTRN in your meter.

Remember: the minimum top-up amount is £1.

Topping up with the ScottishPower App

The ScottishPower App is free to use and puts control at your fingertips. You will need to have registered an online account first. Simply:

- Download the app via the App Store or Google Play.

- Enter your login details on the home screen.

- Select the top-up tile on the home screen and register a debit or credit card to your account.

- Check your meter balance to see if you need to top up.

- Choose how much you want to top-up.

- View your receipt in the app or check your emails where a copy will also be sent.

- Within approximately 30-60 minutes, your meter will have been topped up; if your top up hasn't worked after one hour, you may need to complete a manual top up (see 'Topping up in your IHD using your UTRN' on page 14).

Topping up at your local Post Office, PayPoint or Payzone outlet

After your installation, you will receive an email (if you have one registered with ScottishPower) and a letter, which will include the barcode(s) for your meter(s). It's important you keep this email/letter safe as you will need the barcode(s) for future top ups.

If you are a gas and electricity customer, you will receive a barcode for each fuel type - make sure you are using the correct barcode when you top up. Please don't share this barcode with anyone or use anyone else's details to try and top up your supply.

Please allow 24 hours after your installation for the email to arrive, and up to five days for the letter to arrive.

- Take your letter with you when you top up at your chosen location.
- You can also view the barcode in the app: simply log in and go to **Prepayment** in the home screen. Then choose if you'd like to top up your gas or electricity meter. From there, you will be able to view your barcode.
- At your local Post Office, PayPoint and Payzone outlets, simply scan the barcode to pay for your top-up.
- Within approximately 30-60 minutes, your smart meter will have been topped up.

Topping up on your IHD using your UTRN

Check that you are on the right fuel when you top up: ⚡ electricity, 🔥 gas.

Enter your 20-digit UTRN into your IHD. Your UTRN is on the top of your receipt or in the app.

1. Press **Menu/OK** button.

2. Using the **right arrow**, navigate to the **Apply Top Up Option**.

3. Press **Menu/OK**.

4. To start entering the digits of the **UTRN**, use the **right arrow** to cycle through to your desired digit - press **Menu/OK** to lock in your digit before moving onto the next number entry.

5. If you make an error, you can go back by using the **left arrow**.

6. Once you have entered all 20 digits, press **Menu/OK**; check the numbers entered are correct.

7. Press **Menu/OK** to submit your UTRN; a message will appear **Top Up Sent**.

8. The message envelope icon will appear on the front screen and a **New message** alert will appear at the bottom of your IHD screen.

9. To view the message press **Menu/OK**.

10. Using the **right arrow** navigate to the message screen, select **Menu/OK**.

11 One of three messages will appear:

· **Top Up Rejected**/**Top Up Duplicate**/**Top Up Success**.

· If your top up is rejected, please re-enter ensuring all digits are accurate.

· If your top up continues to be rejected, please contact us on **0345 270 0700** (Monday to Friday 9am - 5pm).

12 Press **Menu/OK** to choose to delete message.

13 If successful, your meter balance should now reflect your top up.

Topping up in your smart meter using your UTRN

Remember, it can take 30-60 minutes for a top-up to apply to your meter. If it looks as though your credit has not been applied after 60 minutes, then you will need to do a manual top up at your meter using your UTRN. This can be found in the app or on your receipt from the Post Office, PayPoint or Payzone outlet.

Simply enter your 20-digit UTRN number directly into the meter.

For videos on how to do this, please visit **scottishpower.co.uk/support-centre**

Note: if you didn't turn off all your gas appliances at the start, the valve will re-close as a safety precaution. If this happens, you will need to make sure all your gas appliances are switched off and then repeat the process by going back to step 1. If you still require additional support, please visit our Support Centre at **scottishpower.co.uk/support-centre/pay-as-you-go/smart-help**

FAQs

How do I order a replacement barcode?

If you misplace your letter which has your barcode in it, you can find and view your barcode by logging into the ScottishPower App. Alternatively, if you set up your account with an email address, an email would have been sent to you which includes your barcode. Please note that we no longer issue payment cards, so you will need to keep this barcode safe.

I have topped up but I'm still off-supply. Why is this?

- Top ups can take up to one hour to reflect on your meter.
- If you have not used your supply or topped up for some time, you will have built up daily standing charges; these are applied to your meter even when you're not using energy. You will need to ensure that your top up amount covers these charges.
- Similarly, if you have an agreed debt recovery rate and haven't made regular top ups, this will have built up. To start using energy again, you first need to clear any balance on your meter with your top up.
- Sometimes a top up will not work and you will need to enter your UTRN manually.

Why have I received an error message when attempting to top up via the app?

System errors are usually temporary. This means you will be able to use the app later to top up. If you urgently need a top up, please use your barcode to top up at your local Post Office, PayPoint or Payzone outlet.

What should I do if I think my IHD may be faulty?

First, check to see if the battery needs to be replaced. You can also try moving your IHD closer to your electricity meter. If this doesn't work, switch off your IHD, then switch it back on.

For more help, visit **scottishpower.co.uk/support-centre** or download our app.

Support centre

We're here to help make your energy journey easier. If you have any questions about smart meters, you can find lots of help and information on our support centre at **scottishpower.co.uk/support-centre**

Watch

We have 'How-To' videos on our ScottishPower YouTube channel – from how to top up, to reconnecting your meter to latest updates. Visit **youtube.com/scottishpoweruk**

Read

On our website, **scottishpower.co.uk**, you can find articles, blogs and FAQs as well as tips on how to adopt easy, green habits.

Engage

Speak to us via webchat at **scottishpower.co.uk/getintouch**. It's the quickest way to get the help you need.

Call

We prioritise calls from customers who are vulnerable, off-supply or have an emergency. The quickest and easiest way to contact us is via our webchat at **scottishpower.co.uk/live-chat**. However, if you still need to contact us, please call on **0345 270 0700**. Check our website, **scottishpower.co.uk**, for up-to-date call centre opening times.

Emergency

Gas emergencies	**Electricity emergencies**	**ScottishPower Customer Care**
(24 hours) **0800 111 999**	(24 hours) **Freephone 105**	320 St. Vincent Street Glasgow G2 5AD

Hearing or speech difficulties

Depending on your needs, the Next Generation Text Service (NGTS) offer a range of tools and services that can help you contact us. Simply visit **ngts.org.uk** for more information.

Energy efficiency

Track your energy on your IHD and make changes

With energy costs increasing, it's important to be as energy efficient as possible. This can help you reduce your energy costs and your carbon footprint. Even simple changes to your energy habits can lead to big savings. Below are some handy tips which could help you save.

Turn your thermostat down
If you are warm enough, try turning down your thermostat by one degree.

Turn off standby
Turn off standby mode on appliances like your TV to help save energy.

Clean up your shower time
Cutting your shower time to 4 minutes can help reduce your energy use.

Only fill the kettle with the right amount
Adding only the water you need saves energy.

Switch off your lights
One of the easiest ways to save energy is to turn off your lights when you leave a room. It takes seconds and could save you money. Replacing all the lights in your home with LED bulbs could help you save even more.

To save more energy, check out our energy efficiency tips on the ScottishPower website at **scottishpower.co.uk/energy-efficiency**

Priority services

We want to give as much support as we can to those customers who need it. You may be eligible for our Priority Services Register for a number of reasons, ranging from a chronic illness or disability to a change in your personal circumstances.

If we become aware that you (or someone in your household) would benefit from any of our Priority Services, we will offer to add you to our Register – or you can let us know if you think you're eligible. For further information, please visit **scottishpower.co.uk/psr** or call us on **0345 270 0700** (Monday to Friday 9am - 5pm).

Privacy data

The data sent to us automatically by your smart meter(s) is your energy usage information. How often we retrieve your automatic readings is up to you: you can choose from half-hourly, daily or monthly. As well as using your readings to supply you with an accurate bill*, we will also use them to deliver your personalised consumption graphs, provided you have opted in for half-hourly reads. This also helps us tailor any energy efficiency advice we may want to share with you.

The more frequently we retrieve your readings, the more personalised and detailed the information will be. Half-hourly reads will provide the most insight into your energy usage. You can set or change your meter read frequency by visiting **scottishpower.co.uk/updatedetails** or contacting us on **0345 270 0700**.

Please check our website for our up-to-date call centre opening times. Please contact us if you have any privacy data questions or do not want us to retrieve your readings. If we don't hear from you, then seven days after your meter install, we will continue to retrieve your readings on a daily basis.

Please note: we will not use your data for marketing purposes and will never share your information with third parties for their marketing purposes.

For independent advice about your rights and choices relating to your personal information, contact The Information Commissioner's Office at **ico.org.uk** or via the ICO Helpline on **0303 123 1113**.

Smart Meter Retail Energy Code

The Retail Energy Code (REC) aims to improve customer outcomes through innovation and competition. The operating model provides an opportunity to create a new standard for code governance to transform the nature of decision-making in the energy sector.

ScottishPower adheres to the Retail Energy Code (REC), which includes requirements we must comply with when installing your smart meter. For more information please visit **retailenergycode.co.uk**.

*There may be times when we are unable to communicate with your smart meter and may request manual reads or rely on an estimate.

Get in touch

We want to help. If you have an enquiry about this leaflet, or any aspect of our service, please contact us.

Letter
ScottishPower
Customer Services
320 St. Vincent Street
Glasgow G2 5AD

Web
scottishpower.co.uk/getintouch

Hearing or speech difficulties?

Depending on your needs, Relay UK offer a range of tools and services that can help you contact us. Simply visit **relayuk.bt.com** for more information.

Other useful contacts

Gas emergencies (24 hours)
0800 111 999

Electricity emergencies (24 hours)
Freephone 105

We understand the importance of keeping your personal details safe.
To find out more, visit **getsafeonline.org**

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