

Know your **Smart** energy display

See where you could
save energy and money



Ready, set, Smart.

Now that we've fitted your new Smart meter(s) and your Smart energy display is up and running, you just need to see what it can do.

This booklet will guide you through the different functions of your Smart energy display. From turning it on, to tracking your energy usage, you'll also understand more about how you could save energy and money.

This guide will help you to:

- ✓ Make your household more energy efficient
- ✓ Get to know your Smart energy display
- ✓ Personalise your Smart energy display to suit your individual preferences
- ✓ Answer some of the questions you might have about your Smart energy display



We're putting you in the know

Your new Smart energy display will show you the amount of energy you're using as well as how much it costs. So at a glance you'll be able to see what you're spending when you boil the kettle or run a bath.

Up your energy efficiency

Your Smart energy display is a visual aid designed to help you become more aware of the energy in your home. It's many features make it easy to identify whether you're using more or less energy than normal, helping you to become a more energy efficient household.

This will help you to understand where you could possibly reduce your energy usage as well as see which appliances in the home you could use less.

Each home is different and uses different amounts of energy to function. So, it's important to stay warm and reduce your energy usage only where you feel you can.

Once your display has been running for a while, you'll begin to get a greater understanding of which things in your household use the most energy.

Take a look at your display with just those electrical appliances that are on all the time, this will show you your standard level of electricity use. When you then turn an electric appliance on or off, you'll be able to see what effect each one has on your overall energy use and a good idea what they cost to run.

Over time you'll be able to make informed decisions about how you could reduce your energy and save money.

Our top energy saving tips

Throughout this guide, you'll find many tips and suggestions on how you could reduce your energy usage. Here's one to start you off and look out for more as you read on. For more advice on how to make your home more energy efficient, visit npower.com/energyefficiency or for more independent information on energy efficiency please visit energysavingtrust.org.uk



Don't leave your lights on

Typically 8% of your energy bill is from your lighting. Turning your lights off when you leave the room is one of the easiest ways to save energy. What's more, if you replace a traditional light bulb with an energy saving one of the same brightness, you could save around £3 per year.*

*Source: Energy Saving trust 2012

Get to know your new Smart energy display

Your display should be set-up and ready to use, but before you start pressing buttons, please take a few minutes to read the safety notice and technical specifications at the back of this guide.



The best way to understand it is to have a go for yourself. The demo mode will give you a tour of the main features of your Smart energy display.

1. Home Button

Press and hold down this button to return to the home screen of the display. Press and release the button to change how the display shows your energy use. You can choose from units of energy (kWh or kW), gas volume (m³), cost (£) and carbon (kg CO₂).

2. LED indicator

If you're in a hurry, a quick glance at this indicator will show you if your energy use is low, medium or high.

-  Your energy use is low
-  Your energy use is medium
-  Your energy use is high

Your Smart energy display is set to reflect a medium usage household as a default, this can be reset within the Configuration menu under User Type. See page 8 for more information.

3. Electricity & Gas tariff in use

This feature is useful if you are on a time of use tariff, such as Economy 7. For example, three electricity symbols (⚡⚡⚡) indicate you're using your day rate, whereas a single electricity symbol (⚡) indicates you're using your night rate.

Please note, if you are on any other tariff, your display will only show (⚡) at all times.

4. The Speedometer

Here you'll be able to change the way you see how much energy you're using – in kilowatt hours, cost or carbon emissions.

The upper scale (A) shows how much electricity you're using, changing from green to red to depict your usage amount. The lower scale, blue bars, (B) show your gas usage. The upper part of the centre circle shows a numerical value of your electricity usage, this updates every 10 seconds. Whilst the lower part of the centre circle shows your gas usage, updating every 30 minutes.

5. Alerts & message symbols

⚠ If you have an alert, the display will beep once and the alert icon will light up. You can read your alerts by going to the main menu and selecting Alerts.

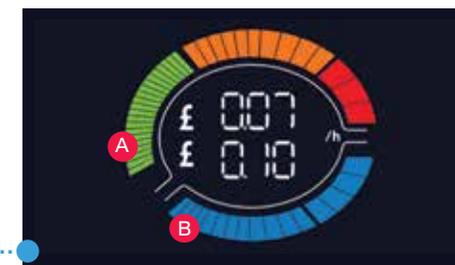
✉ If we've sent you a message, the message icon will light up. You can read your messages by going to the main menu and selecting Messages.

6. Lower Screen

The lower screen shows menus, settings and more detailed screens. See page 6 for more information.

7. Navigation Buttons

The 3 buttons along the bottom of your Smart energy display will perform the function that appears directly above them. For example, from the main menu screen, you can scroll through the various features using the right hand navigation button and select your chosen feature using the middle navigation button.



The Speedometer

Please note, the costs shown on your display provide an indication of what you'll pay. They are shown in pounds and pence and are based on your current tariff. They include VAT, but do not take into account any discounts you may have.

Get more from your Smart energy display

The lower screen shows detailed information about your energy use. Here, you can compare your current usage in both a graph and number format, in daily, weekly and monthly views, as well as setting yourself a target budget.

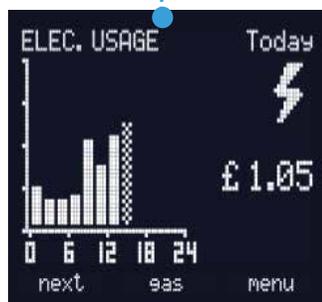
Press and hold down the home button at the top of the device to get started, then, using the navigation buttons scroll through the various features.

Electricity and gas usage

This usage screen allows you to see your energy use over a period of time for both electricity and gas, separately. The total usage for the period is shown in whichever units you choose.

From the home screen, press the middle navigation button until you are viewing the usage screen for electricity (see opposite). Press the middle navigation button once more to view your gas usage. Use the left navigation button to scroll through daily, weekly and monthly views.

To return to the home screen, press and hold down the home button at the top of the device.



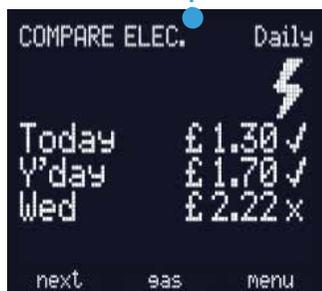
Electricity Usage

Electricity and gas compare

Compare your energy usage in a number format to see how your energy habits are changing. This screen will show your total usage which can be compared with previous days.

From the home screen, press the middle navigation button until you are viewing the compare screen for electricity (see opposite). Press the middle navigation button once more to view your gas comparison. Use the left navigation button to scroll through daily, weekly and monthly views.

To return to the home screen, press and hold down the home button at the top of the device.



Electricity Comparison

To change whether you're viewing your usage in £, kW per hour or carbon emissions, press the home button at the top of your device once. Press it again to scroll to the next option.

Once you've got a handle on your energy usage, you might want to set a budget for your household.

Budget

This screen will appear when you press and hold down the home button at the top of the device. Use the left navigation button to scroll through daily, weekly and monthly views.

From this screen you can see your usage compared against a pre-determined budget for both your gas and electricity. The screen will also indicate whether you're tracking under or over your budget for the period of time selected.

To set a budget, use the right hand navigation button and select the main menu feature, scroll down and select the Budget option. Here you'll be able to set a realistic target for your energy use and adjust it for different times of the year.



Budget

Main Menu

The main menu is labelled on the home screen and can be selected by clicking the right hand navigation button.

From setting a target budget to adjusting the volume of your alerts, it's very simple to personalise your Smart energy display to ensure you get the most from it. You can easily scroll through the many useful features of the main menu, using your right and left hand navigation buttons. Select each feature using the middle navigation button.

To return to the home screen, press and hold down the home button at the top of the device.



Main Menu



Can you turn down the thermostat?

Every degree lower could save you around £60 a year.* Don't catch a chill, but if you'll still be comfy with the temperature a little lower, it might be worth considering.

*Source: Energy Saving trust 2012

Configuration

You can personalise some of the default settings on your Smart energy display to suit you, such as the volume of alerts and how long the display remains on - via the backlight option. One of the main things you might want to do is set your user type to represent your perceived level of energy usage, this can be done in the Configuration mode, under User Type.

So, personalise your display and see your energy usage the way you want to.



Configuration mode

From the home screen, use the right hand navigation button to select the main menu. Press the right hand navigation button again, this time to scroll through the various options available, until you reach the <Configuration> feature, and it appears highlighted. Use the middle navigation button to select this feature and, from there, scroll through the different Configuration features to adapt and personalise your Smart energy display.

Got any questions?

Q. What happens when I connect my Smart energy display to the power supply?

- A. Once you connect the mains power supply to your Smart energy display, the lower screen of your display will show a message that reads, 'Connecting to Smart meter'. It can take around 10 minutes before the device automatically connects. Always disconnect the power supply before cleaning your display.

Q. If the power is cut off will I lose the information on my display?

- A. The information used by the display is stored within the Smart meter(s), so it won't be lost if the power goes off.

Q. I already have an energy monitor - is this the same thing?

- A. No. An energy monitor is a simple device that you can fit yourself. It's not as accurate as your Smart energy display and does not communicate with your Smart meter(s) or energy supplier.

Q. How often will you collect my personal data?

- A. You can choose how often your readings are sent to us. Unless you tell us otherwise, we'll take your readings on a daily basis. This helps us to ensure your bill is as accurate as possible. View our data policy at npower.com/knowmore

Q. Will my Smart energy display work if I change energy supplier?

- A. That depends on the supplier you change to and their Smart meter policies and capabilities. You should check with them before you change.

Q. How much does it cost to run my Smart energy display?

- A. With the display plugged into a mains supply and set up to its default settings, it should only cost around a penny a week to run under normal operating conditions.

Q. What happens if my Smart energy display is faulty?

- A. If your Smart energy display develops a fault within the first 12 months, we will repair or replace it free of charge. If you think your display is broken, call us on one of the numbers on the back page of this guide.

Q. What happens if there's a fault with my Smart meter(s)?

- A. If you detect a fault with your Smart meter(s), these will be repaired or replaced by us, free of charge. If you think there's a fault with your Smart meter(s), please contact us on one of the numbers on the back page of this guide.



Fix your dripping taps

You might not know that a dripping hot water tap could waste enough hot water in one week to fill half a bath,* so it's well worth getting it fixed.

*Source: Energy Saving trust 2012



Fancy a cuppa?

Don't overfill your kettle. You can save a lot of energy by boiling just the amount you need* - and it'll be quicker too.

*Source: Energy Saving trust 2012

Troubleshooting

Is your display on but not showing any energy information?

Your display might be out of range and so is unable to communicate with the Smart meter(s). The best thing to do is:

- ✓ Check your signal strength by selecting **Advanced > Signal** from the main menu.
- ✓ Try moving your display closer to your Smart meter(s). But, if problems persist, please contact our helpline.

If the Smart metering network is lost it will display **Connecting to Smart meter...** simply turn the device off and turn it on again. Your Smart energy display will reset itself in 10 minutes and resume as normal with a network connection.

Has your display gone completely blank or appears to be off?

Your display might be in Sleep mode. It is set to go off between 10pm and 6am. Press the home button at the top of the device and the display will turn on for 60 seconds.

If you want to change this setting, go to Backlight in the Configuration menu. See page 8 for more information on how to use the Configuration feature.

Technical specifications

Smart energy display

This product is intended to be used indoors in a domestic or small office environment. It is not suitable for outdoor use. It is intended to be installed and configured by a qualified installer only.

Supply voltage	240Vac, 50Hz
Operating voltage	5Vdc or 3x AAA alkaline batteries
Battery Use	Batteries should only be used temporarily and must be removed before the Smart energy display is connected to the mains supply. Never use rechargeable batteries.
Operating power	< 0.6W
Operating temperature	0 to 40°C
Operating humidity	0 to 85% non-condensing

Your Smart energy display is designed to be used both freestanding or wall mounted. To wall mount, simply remove the back of the display and secure to a vertical, flat surface with one No.8 self-tapping screw.

If you have any other questions or would like to read our more detailed user guide:



Visit

npower.com/knowmore

If you need further help or advice, at any time, please contact customer services on



0800 980 9907

(Free from most landlines)



0330 100 8137

(Included in any 'inclusive minutes' from mobiles)

Monday to Friday 8am to 8pm, Saturday 8am to 6pm

Safety notice

It is important to observe some simple safety precautions when using this product. Safe operation of your Smart energy display is impaired if used in a manner not specified by the manufacturer.



Keep the Smart energy display away from water and other liquids. Disconnect from the mains power supply before cleaning (with a soft, dry cloth only). Do not immerse in water or other liquids. Please contact your supplier if any components appear damaged or faulty.



To protect the environment, this product and its batteries must be disposed of safely at the end of its life.



This product is CE approved.



Your Smart energy display is designed to be used in an indoor, domestic environment only.



This product complies with the Restriction of Hazardous Substances Directive (RoHS) regulations.

We want to know what you think

Please complete our online survey, via the web address below, to let us know about your Smart meter(s) installation experience.

To find out more about your Smart meter(s):



Visit

npower.com/knowmore

If you've got any questions, please get in touch. We'll be happy to help.



0800 980 9907

(Free from most landlines)



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Monday to Friday 8am to 8pm, Saturday 8am to 6pm

When we install Smart meters we work to the Ofgem approved Smart Meter Installation Code of Practice.



Calls may be monitored and recorded for training purposes. Calling us on a 0800 number is normally free when you call from a landline but charges may vary if you use a mobile. Calling us on a 0330 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls on a 0330 number will be part of these.

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Designed and manufactured by: Green Energy Options Ltd., 3 St. Mary's Court, Main Street, Hardwick, Cambridge CB23 7QS, UK.

This unit has been tested and conforms to the following standards: EN 300 328 V1.7.1 | EN 301 489-1 V1.8.1 | EN 301 489-3 V1.4.1 | EN 61010-1

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