Your Smart energy display user guide

See where you could save energy and money
**Contents**

- **Introduction**
  - Hello 3
  - What’s in the box? 4
  - Safety guidance 4

- **Quick Reference Guide** 5

- **Reading your display** 6
  - Speedometer 6
  - How much you use 7
  - Messages and alerts 7
  - LED indicator 7
  - Budgets 8

- **Menu** 9
  - Electricity and gas usage 9
  - Electricity and gas compare 10
  - Messages 11
  - Energy costs 12
  - Alerts 13
  - Tariffs 14
  - Meter reading 14
  - Configuration 15
  - Time and Date 17
  - Your questions answered 18
  - Important information 19

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**Get in touch**
If you have any questions about your Smart energy display or you'd like more advice on monitoring your energy use, please get in touch.

- **Landline** 0800 980 9907
- **Mobile** 0330 100 8137

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

If you are no longer an npower customer, please contact your current energy supplier.

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**Say hello to your Smart energy display**

We’re very pleased to introduce your Smart energy display, a handy gadget that will help you keep an eye on how much electricity and gas you use and – crucially – a good idea of what it costs.

Your Smart energy display receives a wireless signal from your Smart meter(s), giving you live information at your fingertips. It will show how you use electricity and gas and help you recognise possible savings.

It also gives you the ability to set daily usage targets that you can monitor and track. Making energy visible will help you see where savings can be made.

**How will you benefit?**

- **Cost**
  - Get a good idea of what your energy is costing you.

- **Certainty**
  - monitor your usage. With a close eye on your energy habits you’ll have a good idea of what your bills are likely to be and be able to plan ahead.

- **Control**
  - see how your daily routine affects your energy habits and find ways to reduce your energy and costs.

This user guide explains how to set up your display, get it working and read the data to make the most of your Smart meter.
What’s in the box?

1 x Smart energy display
1 x power supply

Safety guidance

You don’t need to have any contact with your Smart meter(s) in order to set up your Smart energy display. Just plug in your display and you’re ready to go.

Please contact the support number if any components appear damaged or faulty.

For contact details see page 3.

For use in a dry, indoor environment only. Keep the display away from water and other liquids. Clean only with a dry, soft cloth only.

Restriction of Hazardous Substances Directive (RoHS) compliant. To protect the environment, this product and any batteries must be disposed of safely at the end of their life. Please take to a recycling centre for safe disposal.

The display will only work with the power supply in the pack. Although we have not provided them, you can choose to fit batteries but they must not be rechargeable and should always be removed before using the mains supply.

CE approved.

Your Smart energy display: quick reference guide.

The 3 buttons will perform the action that appears directly above on the display screen when pressed. For example, for this screen, pressing the right hand button will scroll down the lower screen.

Button text
Budget Prediction (❌ or ✔️)
Message
Gas use in kW
Electricity use in kW
Alert
Speedometer indicating gas use
Speedometer indicating electricity use
Home button (press and hold) Change units (press and release)
Reading your display

1. Speedometer
The speedometer shows you how much electricity and gas you’re using.

The upper speedometer shows your electricity use and updates every 10 seconds.

The lower speedometer (blue bars) shows your gas use and will update around every 30 minutes. You can view the speedometer information in cumulative £/h, kWh or CO₂. It can show consumption up to 22kW (a typical household uses a lot less than this!)

By pressing the top button you can view the following units:

Cost (£/h) shows the approximate cost per hour of your current electricity and gas use.

Kilowatt hours (kWh) shows an estimate of the amount of power currently being used. As an example, 0.2kW per hour = 200 Watts an hour, which is equivalent to two 100W light bulbs.

Carbon emissions (kgCO₂) shows an estimate of how much carbon dioxide is being emitted as a result of your electricity and gas use.

2. How much you use
The amount of electricity and gas you’ve used is shown on the lower half of the display. You can view your energy use against budget for today, yesterday, this week or this month. Cycle through them using the left button.

3. Messages and Alerts
From time to time you may get a message or an alert on your display. If so, you’ll see the message icon or alert icon on your display. These can be read from the menu on the display. Please refer to the Messages and alerts sections of this guide on pages 13 and 15.

4. LED Indicator
The LED indicator at the top of your display gives you a quick overview of how much energy you are using in terms of low (green), medium (amber) and high (red).
5. Budgets - Setting a budget

You can use your display to set yourself a budget, which gives you something to work within and compete against. You can set your budget in currency (£), kilowatt hours (kWh) or carbon emissions (CO₂).

**Step 1**
From the home screen, press the right button and scroll down to **Budget**.

**Step 2**
Press the left button to start making changes to the budget settings. First choose whether you want to enter the budget as a daily or monthly value using the - (Left) and + (Right) button then press next to confirm (middle button). It doesn’t matter which you use because your display will automatically calculate this for each time period. So if you put in a daily budget, you can also see this as a monthly figure. This makes it easy for you to enter a budget that makes sense to you.

**Step 3**
Choose whether you want to set your budget in £ or kWh. Select this by pressing the - or + until the unit you want is displayed and then press next to confirm.

**Step 4**
Set a budget value using the - and + to decrease or increase the budget, and press next to confirm. The value will be in the same units and time period you chose above. You can get an idea of what to set your budget to by looking at recent bills and working out an average.

**Step 5**
You can then set whether you want an alarm to sound if you go over your budget. Press **change** to select between **on** and **off**, and then **set** to confirm.

**Budget bar and budget prediction**
If you have set-up a personal budget, the lower display will show your usage against it. As you use electricity and gas the bars fill up from left to right, each bar represents 10% of your budget.

As well as showing your progress against the budget, the display predicts whether you will be within your budget for the period shown. It works this out based on your consumption so far combined with an estimate of your future consumption (all based on how you’ve used energy on the same day in the previous week).

The upper blocks show your electricity use, where as the lower blocks show your gas use.

The budget you have set is shown as a solid yellow line. If you are predicted to be over budget, a cross will be shown. If you are predicted to be within budget a tick will be shown.

Using your display – menu

Some of the more advanced features of the display can be accessed via the menu. Press the right button on your display then use the left and right buttons to navigate up and down the menu. Use the middle button to select your menu option. You can get back to the home screen at any time by pressing the button on the top of the display.

**1. Electricity and gas usage**
The **usage** screens show your electricity and gas use daily, weekly and monthly. If you have set a budget then this is shown as a dotted line.

The bar to the furthest right of the graph is shown dotted if it’s showing a period of time that is not yet complete. For example, if you select ‘monthly’ the rightmost bar will be dotted because it’s an incomplete month (the month you are in).

To view different time periods, press the left button. You can choose from:

- **Daily** - daily usage for the last 9 days (including today)
- **Y’day** - half hourly usage for the previous day
- **Weekly** - weekly usage for the last 6 weeks (including this week)
- **Monthly** - monthly usage for the last 14 months (including this month)

To view the profile in different units, press the top button. To exit this screen, press the right button.

**Please note** that the budget line is only displayed when you have selected to view the data in the same units that you have used to set the budget (£, kWh, or kgCO₂). Also, if your consumption is way below budget then the budget line will be off the top of the screen.
2. Electricity and gas compare
The compare screens allow you to compare your electricity and gas use over similar periods. For example, you can compare today’s use against yesterday, the same day one week ago or compare this month against the previous month.

A tick shows that you were (or are predicted to be) within budget, a cross shows that you were (or are predicted to be) over budget.

Summary
- To view different periods press the left button
  - Compare today against yesterday and the same day one week ago
  - This week against last week (Wk-1) and the previous week (Wk-2)
  - This month against last month and the previous month
- To view your use in different units (£, kWh, or CO₂) press the top button

3. Messages
If we have sent a message to your display (for example to tell you about changes to your account or services) the message icon ![will light up on the display until you have read, or in some cases acknowledged, the message. The display can store up to 30 messages, after which the oldest messages are automatically deleted.

The first screen with Messages is your inbox. You can scroll through the list of messages using the left and right buttons, and select a message to read using the middle button. To exit the message screen either scroll to the bottom of the list and select exit, or press the home button on the top of the display.

Each message will have a status:

- ! Message is urgent (for example, changes to your account) and should be read as soon as possible
- ? Message needs to be confirmed or requires an answer
- × Question mark changes to a cross if you answered ‘No’
- ✓ Question mark changes to a tick if you answered ‘Yes’
- ● Message not opened yet
- ○ Message opened
- ◎ Message will only be available for a certain time.
4. Energy costs

The billing screens will show you:

- Current and previous total monthly cost (excluding any payments you have made).
- Current and previous monthly gas use (excluding any payments you have made).

An indication of the total monthly cost will be shown to 2 decimal places (i.e. £1.12) and will include VAT.

If your Smart energy display is switched off, or loses communication signal, it will automatically attempt to update when communications are restored.

The display will show your current tariff and will use that to work out monthly costs past consumption.

- To cycle between current and previous monthly costs, click the left hand button on your display.
- To switch to the ‘Budget’ page, to view gas cost, or if your meter is in pre-pay mode to view the pre-pay screen, click the middle button.
- To access the ‘Main menu’, click the right hand button.

5. Alerts

You can set up your display to send you an alert for example, if you go over your daily energy use target.

If you do not acknowledge the alert, for example by pressing the home button, the alert is stored and the icon remains lit. Your stored alerts can then be accessed, acknowledged and deleted through the Alerts menu. Each stored alert shows the date it occurred and is selected using the left and right buttons, and then accessed using the middle button.

To exit the alert screen either scroll to the bottom of the list and select exit, or press the home button on the top of the display.

Please keep your display connected to the mains wherever possible. It can run on batteries for short periods of time but only as a back-up or to move the display around the home. We don’t supply batteries for this reason. If you do use batteries and they run low the display will beep and show an alert icon on the upper screen and Battery low on the lower screen. Note that when running on batteries the display will conserve power by turning off the backlight and the LED after you finish with it.
6. Tariffs
The Tariffs screen shows the current price you pay for your electricity and gas and, if applicable, it will show the price and time of the next rate if you are on a time of use (TOU) tariff (e.g. Economy 7).

The first screen shows the tariff name for each of the fuels.

More detailed information can be viewed for each of the fuels by pressing electricity (left button) or gas (middle button) button.

The detailed view provides the following information:
- Current unit price
- Next unit price and when it becomes active
- Daily standing charge if active/available

7. Meter reading
The Meter reading screen shows the same information as available on your Smart meter(s). This just means you don’t have to go and look at the meter every time you want to check your reading.

8. Configuration
The Configuration screens allow you to customise the display to your personal preferences, including:
- Volume
- Backlight
- Urgent Alert
- User Type
- Credit Warning
- User PIN
- Power Level

8. Backlight
Allows you to select when the backlight should be on, options are:
- Always
- Off
- Auto
- Timed - (You can select the time when the backlight is off for). As a default your display is set to be off during 10pm and 6am.

If the backlight is scheduled to be off, a button press will reactivate the backlight for 60 seconds.
**Volume**

The display is able to make a sound to alert you. The volume of this beep can be changed to Off, Quiet, Loud by pressing the left button to change the setting. This volume setting applies to all alarms.

![Volume](image)

**Message Alerts**

You can choose to set an audible alert when an important message is received.

Options are: On or Off

**Credit warning**

*(only if meter is in prepay mode)*

You can set the level you wish the display to give you a low credit alert. A level can be set for each fuel

**Power level**

How strongly the display should transmit in order to communicate with the meter. Options are: Low, medium or high.

**User type**

You can select whether you are a low, medium or high electricity user so that the electricity speedometer displays your usage to the correct scale. For example, a high user will require the speedometer to go up in higher increments than a low user.

Options are: low, medium or high

**PIN set up or change**

Your PIN is used to ensure that only you can access secure messages sent to you by us. To set up a PIN, change it or reset it, enter a new one, which you will need to enter twice: once to set and once to confirm.

![PIN Reset](image)

To enter your PIN press the – or + keys to select each number, then press next to move on to the next. If you make a mistake and need to move back to the previous number, then press and hold the middle button until del is highlighted and this will move you back to the previous number.

**9. Advanced**

The Advanced screens contain the technical information that your installer needs for the set-up. In most cases, you won’t need to access or change this.

- **Display**
  - Version information and installation codes

- **Gas meter**
  - Serial number and information

- **Elec meter**
  - Serial number and information

- **Signal**
  - Network, channel number and signal strength

- **Pairing**
  - How the display ‘pairs’ (talks to) your meter

- **Date and time**
  - Current date, time and temperature

**10. Time and date**

The time and date are set automatically from the electricity meter and include any Daylight Saving Time (BST or GMT).

You can also view the temperature as measured by the internal temperature sensor.
Your questions answered

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. Why is my display not showing any information?
A. Your Smart energy display could be out of range of your Smart meter, so check your signal strength in Advanced > Time and Date. If the display cannot see the meter, it will display Connection to Smart meter..., and the upper display will show no information. You can try moving the display closer to the meter or to where it gets a better signal. If you continue to have problems please contact us.

Q. Why has my display turned off?
A. If you’re using batteries to power the display they may be flat. The reason you can power the display with batteries is so that you can take it round your home to find a good spot for it without losing data. We recommend that you use the power supply for all normal use.

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. Why does the display show a different information to my electricity and gas bill?
A. Your bills are produced based on information gathered over a specific period, so they may not match exactly the figures on your Smart energy display as the periods won’t necessarily be the same.

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 at the back of this leaflet.

Q. What happens if there’s a fault with my Smart meter(s)?
A. If you detect a fault with your Smart meter(s) or the Communication Hub, these will be repaired or replaced by us free of charge. If you think there’s a fault with your Smart meter(s) then please contact us using one of the numbers at the back of this leaflet.

Important Information

Your Smart energy display is manufactured and supplied to npower by geo - Green Energy Options

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geo confirms that the smart energy display conforms to the following standards:


Your smart energy display intended to be used indoors in a domestic or small office environment. It is not suitable for outdoor use. It should be installed and configured by a certified installer only.

Rated voltage (power supply) 230Vac, 50Hz

Input Power 0.5W

Operational temperature range 0 to 40°C

Operational humidity range 85%, non-condensing
When we install Smart meters we work to the Ofgem approved Smart Meter Installation Code of Practice.