

Thank you for making time for us to install
your new smart meter.

For reference, your old meter readings were:

Gas

Electricity

Your smart meter was installed today by:

..... Date:/...../.....



Email us at: hello@octopus.energy



Call us on: 0808 164 1088

Emergency contacts:

Gas: 0800 111 999

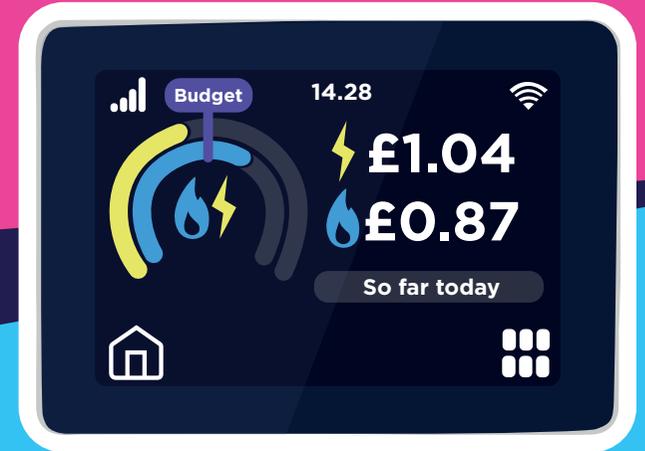
Power cut: 105



octopusenergy

Your smart meter quick start guide...

Six little pages to help you get to know your
In-Home Display, cut your energy bills and
become more energy efficient



Made with 100% recycled paper
and vegetable based inks.

Please recycle me again after reading.



octopusenergy

Welcome to the world of smart meters

Smart meter technology unlocks a greener energy future and by getting one installed, you are helping us all move to a world powered by renewable energy. That's because smart meters allow us to better match energy supply with demand, make the most of the UK's abundant sunny and windy electrons, and bring even more renewable energy sources into the system.

We are leading the industry when it comes to developing a more balanced and environmentally friendly smart grid - you can read more about what we're doing and the key role of smart meters here: [octopus.energy/blog/](https://www.octopus.energy/blog/).

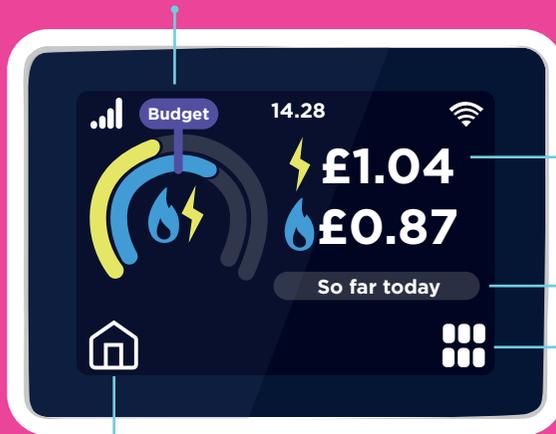
On a more practical note...

Your smart meter will send data directly to us so you can say goodbye to submitting monthly meter readings (hurrah!). It'll also come with a handy piece of kit (we call it an In-Home Display or IHD) that connects to the meter wirelessly using a secure radio network called Zigbee.

Your smart meter gets new data on what energy you are using about every 30 minutes for your gas and every 10 seconds for your electricity. This means that your IHD will show you how much energy (and what that means in pounds and pence) you are using at any one time. It also means you can work out which devices in your house are using more or less energy than you'd expect.

Get to know your In-Home Display

Energy Usage Dial - see your energy usage at a glance, **electricity** is yellow and **gas** is blue. You can set a monthly budget by pressing 'Menu' and then 'Budget' and this line tells you how you are doing against it.



Home - return to the home screen.

Numeric Display - see your energy usage and cost in numbers.

Energy Usage Time Period - scroll between 'Usage now', 'Today', 'This week', 'This month' or 'This year'.

Menu - access to the features of your IHD. Use the left and right arrows to scroll through the different menu options.

If you'd like to watch the IHD tutorial, press the 'Menu' button, then the right arrow and select 'Tutorial'.



To turn on your IHD, press and hold the on/off button at the back and don't forget to plug in your IHD when the battery is getting low!

Get the most out of your In-Home Display

It's time to investigate the energy hogs in your home - with your new IHD, you can track down the appliances that are chewing through your pennies!

So, which of your electrical appliances is it?

Find out by pressing the 'So far today' button until you reach 'Usage now'. It'll show you how much your electricity is currently costing per hour. If you turn on an electrical appliance (e.g. your kettle), the cost will immediately increase. The amount it increases by will tell you how much that appliance would cost if you kept it running for one hour. Compare your findings to see if you've found the culprit!

Or, is it gas!?

Press the 'Home' button to return to the home screen and take note of how much you have spent so far today. Turn on a gas appliance (e.g. your gas oven), wait 30 minutes (your gas meter sends data to your IHD every 30 minutes) and then take another look. Compare your findings to see if you've found the energy hog...

We advise doing these tests when you need to use your appliances - there's no need to waste energy unnecessarily!

Energy Efficiency Advice

Simple ways to save £££

-  **Say no to standby!** Switching appliances off instead of leaving them on standby could save you anything from **£35** a year.
-  **Say hello to energy efficient light bulbs!** Switching your household light bulbs to LEDs could save you **£39** a year.
-  **Turn it down a notch!** Turning your thermostat down 1°C could save you **£60** a year and you'll hardly feel the difference.
-  **Line dry, not tumble dry!** If you line dry your washing over the summer months, you could save an average of **£35** a year.
-  **30 is the new 40!** Washing your clothes at 30°C instead of 40°C could save you **£8** a year.
-  **Insulate that loft!** Installing 270mm of new insulation in an uninsulated loft could save you up to **£150** a year.

**Savings are correct as of April 2020*

For more energy saving tips, visit octopus.energy/blog/energy-saving-tips/.

Good to know...

-  After your meter is installed, **it can take up to two weeks for us to connect to it.**
-  You can change how often we take data from your smart meter (half hourly, daily, monthly) at any time via your online account (octopus.energy/login/).
-  If you ever need help taking manual reads from your smart meter, visit our FAQs at octopus.energy/help-and-faqs/categories/meters/.

For more information about your new smart meter and IHD, visit octopus.energy/blog/smart/.

Octopus Energy is a signatory to the Retail Energy Code (REC), full details over at recportal.co.uk/smicop.