

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

For reference, your old meter readings were:

Gas

Electricity

Your smart meter was installed today by:

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



Email us at: [hello@octopus.energy](mailto:hello@octopus.energy)



Call us on: 0808 164 1088

Emergency contacts:

**Gas:** 0800 111 999

**Power cut:** 105



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## Your smart meter quick start guide...

8 little pages to help you understand your  
energy use and cut your bills.



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Please recycle me again after reading.



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# Welcome to the world of smart meters

Smart meter technology unlocks a greener energy future and you are helping us all move to a world powered by renewable energy. **We are leading the industry when it comes to developing a more balanced and environmentally friendly smart grid** – there's more about what we are doing and the key role of smart meters here: [octopus.energy/blogs](https://www.octopus.energy/blogs).

 On a more practical note, your new smart meter sends data directly to us - so you'll no longer need to scabble around in cupboards to send us meter readings (hurrah!). It also comes 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).

 The meter gets new data on what energy you're 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 power (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 power than you'd expect.

## IHD3 or IHD6?

We're currently installing two IHDs (IHD3 and IHD6). If your IHD is black, you have an IHD3. If your IHD has a white border, you have an IHD6.

If you have an IHD3



turn to pages 3 and 4

If you have an IHD6



turn to pages 5 and 6

OR

Want to learn even more about how your IHD works?  
Visit [octopus.energy/smart/](https://www.octopus.energy/smart/)

# Welcome to your IHD3

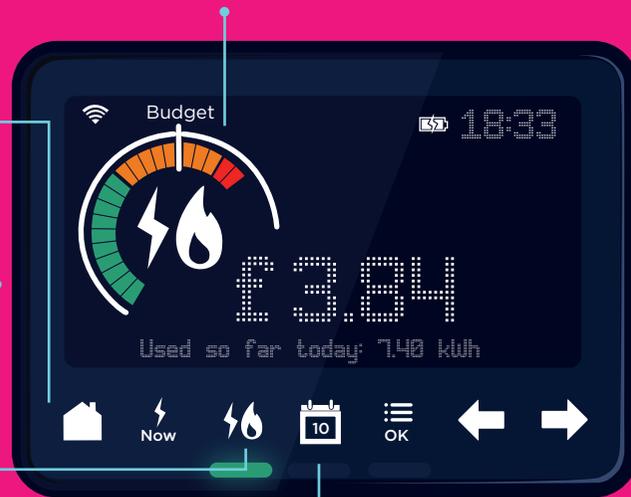
## Get to know your In-Home Display

**Energy Usage Dial** - see your energy use at a glance: low (green), medium (amber) or high (red). You can set a monthly budget and this line tells you how you are doing against it

**Home** - return to the home screen.

**Fuel** - tap to switch between electricity, gas or both fuels combined

**Time** - switch between daily, weekly or monthly usage



Keep an eye on the coloured light at the bottom of your display to know how much energy you're using right now, compared to your average day.

# Get the most out of your IHD3

## and investigate the energy hogs in your home

If you're wondering what's chewing through your pennies, with your new in-home display you can track down the culprit with a little investigative work.

### 🔌 So, which of your electrical appliances is it?

Select the electric only screen. It will show you how much your electricity is currently costing you per hour. If you turn on an electrical appliance, 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 have found the culprit!

### 🕒 Or, is it gas!?

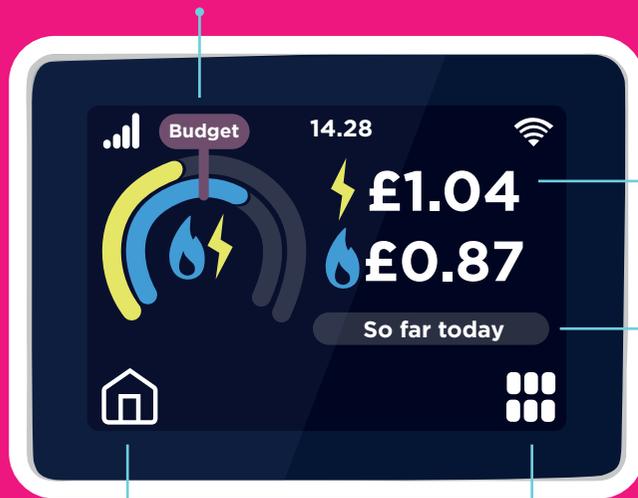
Select the gas only screen. Turn on a gas appliance, wait 30 minutes (don't forget that your gas meter only sends data to your in-home display every 30 minutes!) and then take another look. Compare your findings to see if you have found the culprit... We'd recommend running this test when you need to use your gas appliances - there's **no need** to waste gas unnecessarily!



# Welcome to your IHD6

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 and this line tells you how you are doing against it



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

**Energy Usage Time Period** - scroll between right now, today, this week or this month

**Home** - return to the home screen

**Menu** - access to functions

# Get the most out of your IHD6

and investigate the energy hogs in your home

If you're wondering what's chewing through your pennies, with your new in-home display you can track down the culprit with a little investigative work.

## ⏻ So, which of your electrical appliances is it?

Find out by pressing the 'So Far Today' button until you reach 'Usage Now'. It will show you how much your electricity is currently costing per hour. If you turn on an electrical appliance 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 have found the culprit!

## 🕒 Or, is it gas!?

Check the home screen and take note of how much you have spent so far today. Turn on a gas appliance, wait 30 minutes (don't forget that your gas meter only sends data to your IHD every 30 minutes!) and then take another look. Compare your findings to see if you have found the culprit... We'd advise doing this test when you need to use your gas appliances - there's **no need** to waste gas unnecessarily!



# Energy Efficiency Advice

## Simple ways to save



### Not yet switched to LED bulbs?

Try swapping your bulbs for LED's whenever one burns out – if the light is on for 2 hours a day, you'll save around **£10** a year for each bulb replaced. And of course, switching off lights when they're not needed is always a good idea.



### Turn it down a notch

Just lowering your thermostat by 1°C can make a real difference. You'll barely notice the change, but your bills will be lighter – typically to the tune of **£75** a year. Swapping your thermostat for a smart model can make the savings even bigger.



### 30 is the new 40

Running your regular laundry washes at 30°C instead of 40°C can cut your energy costs by a third, or around **£52** a year for a typical family home. It's kinder on your clothes, so they'll last longer too. Just remember to do the occasional wash at a warmer temperature as it helps keep the washing machine clean and healthy.

Check out more helpful tips at [octopus.energy/blog/energy-saving-tips](https://www.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. Once we're connected and can access your readings, you'll be able to switch to one of our nifty smart tariffs. Find out more at [octopus.energy/smart](https://www.octopus.energy/smart)



If you wish to review, or change how often we take data from your smart meter at any time, please visit your online account at [octopus.energy/login](https://www.octopus.energy/login)



If you need help taking manual reads from your smart meter visit our FAQs at [octopus.energy/help-and-faqs/categories/meters/](https://www.octopus.energy/help-and-faqs/categories/meters/)

For more information visit [octopus.energy/smart](https://www.octopus.energy/smart)

Octopus is a signatory to the Smart Metering Installation Code of Practice (SMiCoP), full details of which can be found at [smicop.co.uk/code-of-practice](https://www.smicop.co.uk/code-of-practice)

or visit [energysavingtrust.org.uk/home-energy-efficiency](https://www.energysavingtrust.org.uk/home-energy-efficiency)