

BRISTOL
energy

Your smart meter
and in-home display guide



Hi, we're
Bristol Energy.
Nice to
meet you.

We had an
idea,
& made
it a reality.
Bristol
has its own
energy company.

A local
business
that
reinvests
in the
community.

Giving
everyone
access to
fairly priced
tariffs and great
customer care.



How to use Your smart meter and in-home display guide

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Introduction to smarter energy

Your smart meter has been installed and you've been introduced to your in-home display, now you can start enjoying the benefits.

This guide will firstly walk you through the important features of your in-home display, which is the device that allows you to check your balance, usage and set targets. Then it'll detail information specific to those using pay-as-you-go meters, as there are few extras for these meters.

The guide will also provide you with information on your smart meters and how they work, enabling you to be in control of your energy usage and how much you spend.

What does being smart with Bristol Energy mean?

We believe being smarter with energy is important for customers and our environment. If everyone used less energy, then we would all have lower energy bills and the energy produced would be reduced, so everyone would reduce their carbon footprint. We believe in giving everyone access to fair, transparent tariffs and great customer service. Our smart meter service reflects our values, making it easier for customers to take control of their energy.

Installing smart meters means we have access to better data regarding our customers' usage and spending, which means we are better able to help customers reduce their consumption. This is particularly important for any customer who is struggling to pay their bills. We believe that everyone has the right to heat and power their homes and smart meters are another service which will enable us to provide more ethical energy both for today and for future generations.

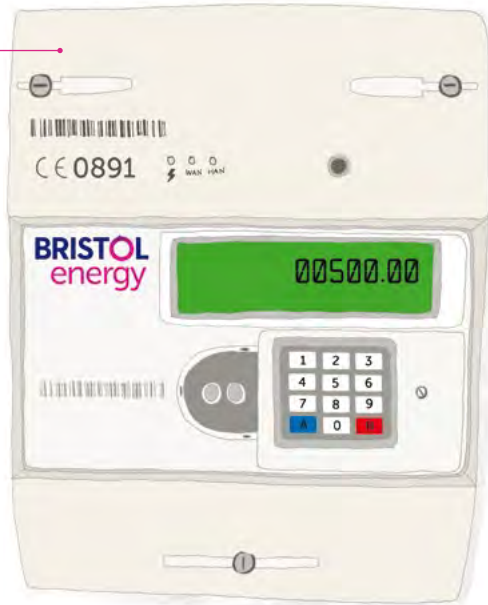
By being a Bristol Energy customer you're helping us reshape the energy sector. Thank you for choosing us and for becoming smarter with your energy.

only fill the kettle with as much water as you need...



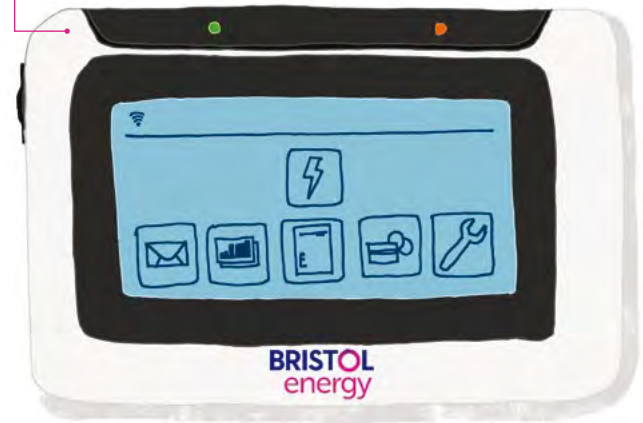
How does it all work?

These are smart meters, they measure how much electricity or gas you're using



Your usage information is sent wirelessly to your portable in-home display and to Bristol Energy, to ensure everything is up to date. (You do not need wireless internet in your home for this to work.)

This is your in-home display, this shows you how much energy you're using and how much you're spending, and helps you cut down



It's important to note that just by having a smart meter and in-home display, you're not automatically going to use less energy and start spending less money, but these devices put the power in your hands. Using the in-home display will give you a greater understanding of what you're spending, identifying when you use the most energy and highlighting in near real-time the way you use energy in your home.

Taking note of this information and adjusting your energy behaviour accordingly, or setting targets and limits, can help you significantly reduce your energy bills.

Getting started with your in-home display

Our engineer should have paired your in-home display with your meters so you're all ready to go. Once you're familiar with it you'll be able to become more aware of how you use your energy. If you don't think it's working properly please contact us and we can talk it through with you.

Your in-home display is a portable, LCD touch screen device that helps you keep track of how much energy you're using and how much money you're spending.

It can also help you cut your energy bills as your energy information is so accessible, you can control your energy usage targets and see your usage in near real time. This means that you can see how much more energy you use when boiling your kettle, or switching on your washing machine.

The power's in your hands - what will you do with it?

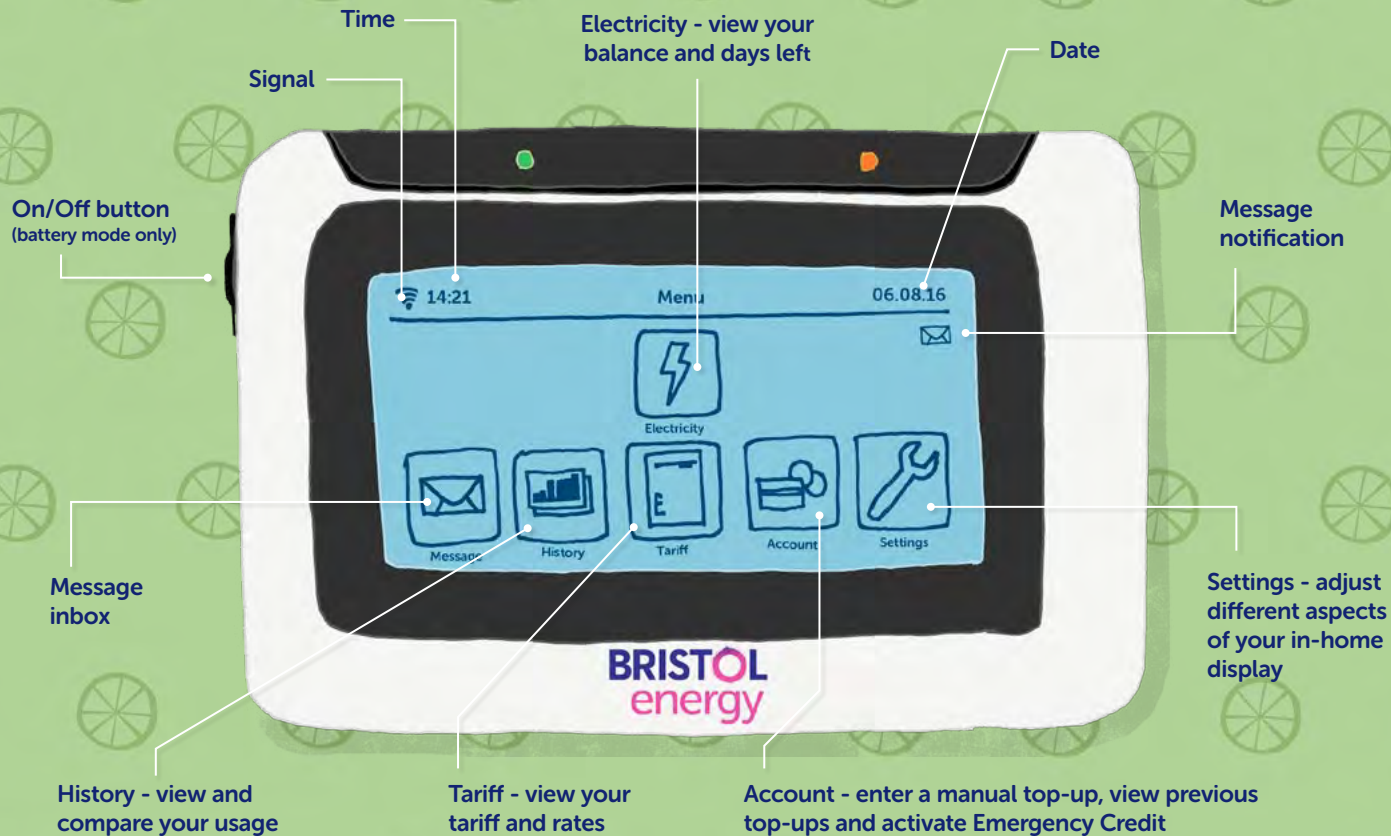
The main screen

When you first look at your in-home display the screen may be blank, this is just because it's in sleep mode to save energy. Touch the **On/Off button** on the left hand side to wake it up.

Your in-home display can run on mains electricity or by 2 AAA batteries.

For your information

Your in-home display is so efficient it would cost less than 20p a year if you left it on all the time and plugged into the mains!



What you can do with your in-home display



Electricity



Dual



Gas

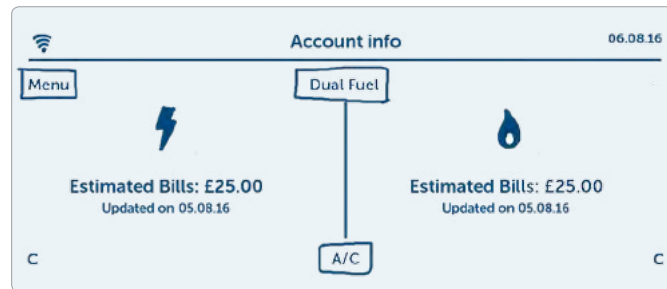
If we only supply one fuel to you, electricity or gas, then your display will only show information for that fuel and will appear as either an electricity bolt or gas flame symbol on your in-home display. If you have both electricity and gas, your will see a symbol for each fuel separately and then a dual symbol.

Clicking on these buttons allows you to see different things depending on what meter type you have. If you're not sure what your meter is set to, the letter in the bottom right hand corner will tell you whether you're on **(C)** credit or **(P)** pay-as-you-go.

Clicking on the **dual** fuel symbol, will show you:

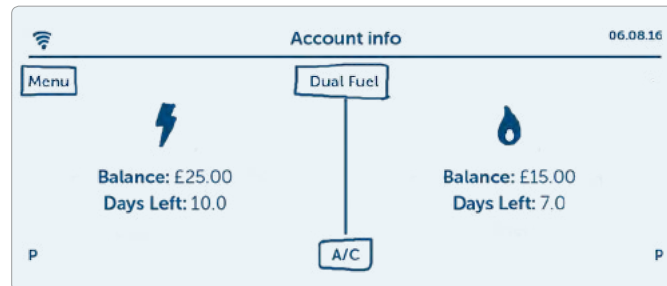
Credit

If you're a credit customer, you will see how much you've already used in the format of an estimated bill, since your last billing period and the date and time it was updated for each fuel.



Pay-as-you-go

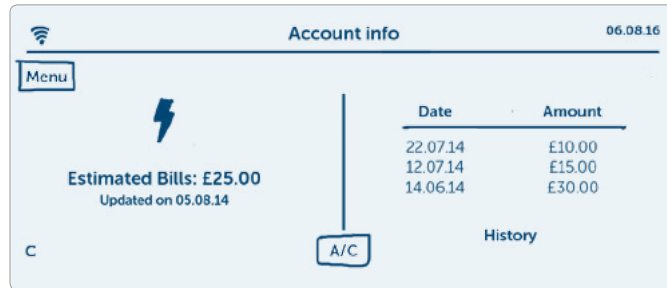
If you're a pay-as-you-go customer you will see how much credit you have left and how many days it's estimated to last for, based on your previous usage, for each fuel.



Clicking on the **single** fuel symbol, will show you:

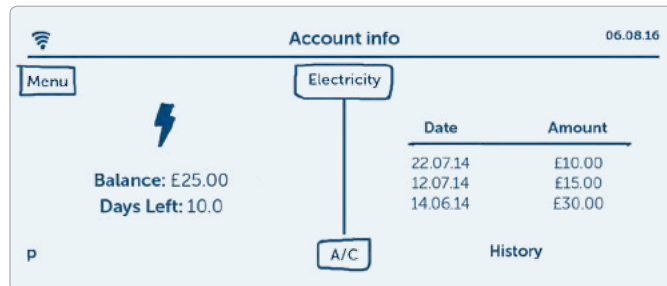
Credit

If you're a credit customer, you will see the same as opposite on the left hand side, on the right will be information on your most recent payments, detailing date and amount.



Pay-as-you-go

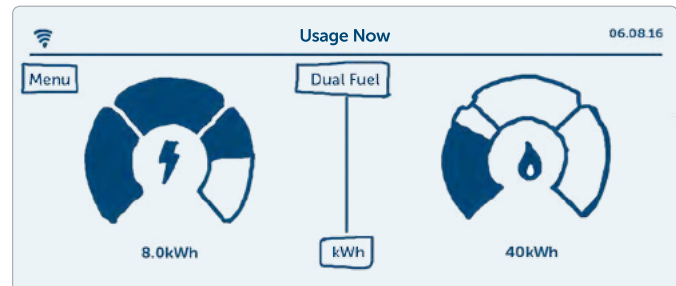
If you're a pay-as-you-go customer, you will see the same on the left hand side, on the right will be information your historic top-ups, detailing date and amount.



See your usage in real time.

A/C

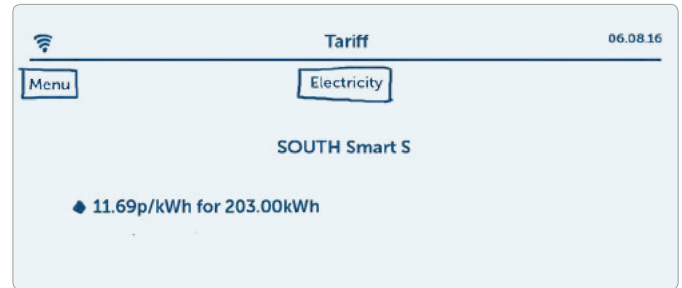
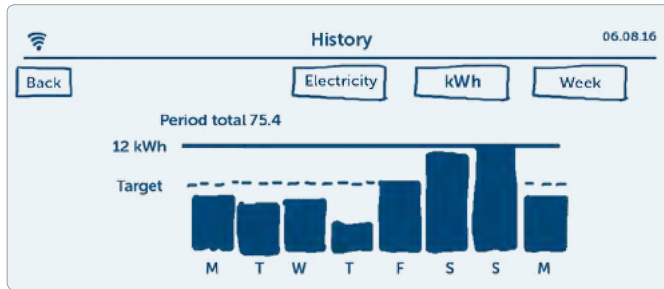
Clicking on the Access Control (A/C) button at the bottom of your display will show you what your energy use is like in kilowatt hours (kWh), cost (£) and carbon dioxide production (CO2), which is monitored as low, medium and high. You can also use this function if you set targets to see how your energy use compares to them, more information on this can be seen on page 9.



View your historic usage



Clicking on the 'History' button, via the main menu allows you to see your previous energy consumption. This makes it easy to see how much energy you've used over the last hour, day, week or month. There are small buttons in the top right hand corner which allows you to change the frequency; or view it in kWh, Cost, or CO₂. If you've set a target, you can also see how you've been doing against it.



View your tariff

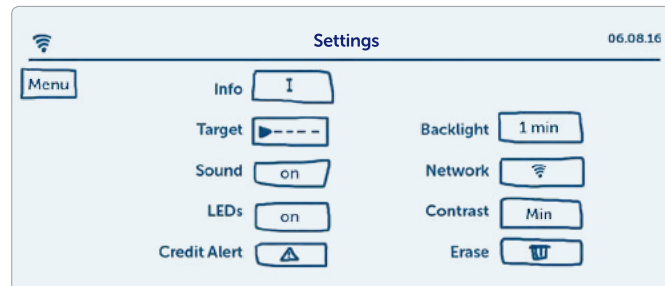


This button takes you to your tariff information for each fuel, showing you the price of your energy in terms of unit rate, which is how much you're paying for each kilowatt hour (kWh). It also shows the standing charge which is the price associated with providing your energy supply, for such things as maintenance and keeping you connected to the network.

Read your messages



Sometimes we may send you messages through your in-home display, important messages will appear as a pop up and stay there. Other messages will pop up then lay in the background if not read, with an un-opened envelope symbol in the top right hand corner. Any messages you have will be displayed with the date and time they were sent.



Change your settings



It's really easy to customise your settings and be more in control of your own budget and the money you spend on your energy.

If you ever need to know your supply numbers for your meters, pressing the info button will show you them. You can also turn the sound and the LED lights off with a touch of a button, change how long the backlight stays on for when you stop using it, as well as ensuring you're connected to the network and altering the contrast settings of the screen.

One of the most useful features enables you to set targets to help lower your energy usage, and set alerts if you get close to your target. If you have a pay-as-you-go meter you can also set an alert for when your credit gets below a certain amount, see more pay-as-you-go specific features on page 10.



Set targets

The 'Target' button on the Settings menu, allows you to set a maximum target for your usage per day. If you reach this limit then an alert will sound to let you know, then you can adjust your energy use or target accordingly.

You can set your target based on the options below by making sure the top right hand button matches what you want to set your target to. See page 17 for advice on what you should set your target as.

Cost (£): This allows you to set a target on how much you want to spend a day.

Energy (kWh): You can set a target for how many units of energy or kilowatt hours (kWh) you use.

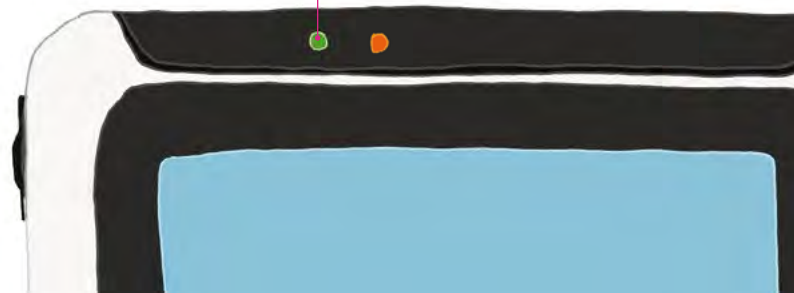
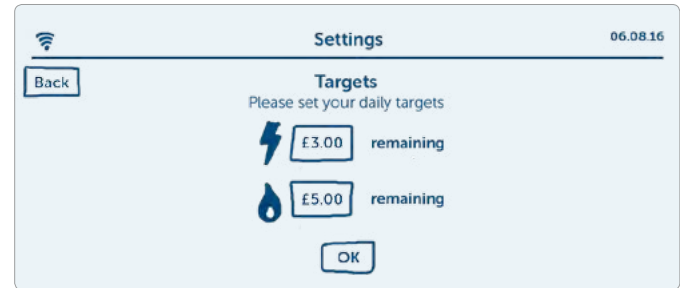
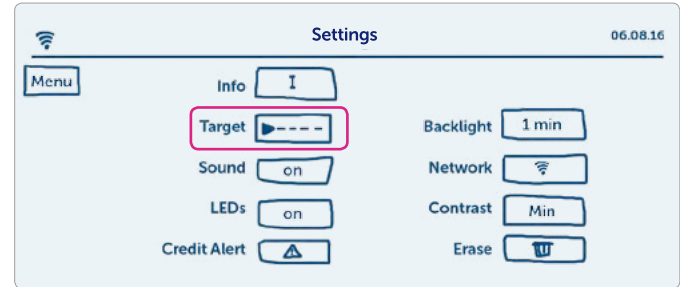
Eco (CO₂): This function allows you to set your target based on carbon dioxide production.

You can also see how well you've done with your target throughout the day, with a **coloured light** at the top of the display:

Green means you're on track to stay under your target and your usage is below 60% of it.

Orange means that you're still under your target but, you've already used over half for the day.

Red means you've exceeded your daily target.



Functions specifically for pay-as-you-go meters

As well as the great features you've seen so far, smart pay-as-you-go meters have a few extras to make sure your smart meter experience is as smooth as possible.

Topping-up

One of the great things about smart meters is that you can see your credit in real time on your in-home display as well as topping-up easily. Once you've registered your account and payment card on our website, you can top-up through the wide range of channels seen on the right and the credit will automatically be added to your account.

You should have received your top-up cards by now, if you've not please get in touch with us as soon as possible. If you have received them, it's worth noting the 19 digit PAN number on your smart pay-as-you-go cards, as this is the number needed to top-up, and unlike old pay-as-you-go meters, there's no need to slot anything in to the meter itself.

Topping-up the smart way

Please register your payment card online with us before topping-up via any of the methods opposite, other than in store. This is so we have a reference linking your payment to your account. After that, topping-up is just a few clicks of a button and your top-up is automatically added to your meter.

It's also important to keep hold of your receipt as this has a 20 digit Vend Code for this payment that you may need if a

payment doesn't register, more information about this can be found on page 11. There's no smarter way than prepay.

In store

You can buy credit at any outlet with a PayPoint symbol



Find your nearest PayPoint at www.paypoint.com/en-gb
Please note, the Post Office and Payzones cannot accept payment.

Online

Wherever you are you can top-up by going to our web portal, which can be found at <https://bristolenergypayments.paypoint.com/energy>

SMS

It's as simple as sending a text, no it really is! As long as you've registered on the website you can send us a text on **0117 325 1975** with how much you want to top-up in the below format. Once you top-up you'll receive a text message with your 20 digit Vend Code for this payment.

PAY <Your 19 digit number on your card> <amount in £'s> <Security code on registered card>
PAY 9826015601123456789 10 876

A diagram with pink arrows pointing from labels to parts of the SMS format. The labels are: '<space>' pointing to the space after 'PAY'; '<space>' pointing to the space after the 19-digit number; '<amount in £'s>' pointing to the number '10'; '<space>' pointing to the space after the amount; and '<space>' pointing to the space after the security code.

Phone

Our automatic phone system is an easy way to top-up and as long as you've registered on the website you can top-up by calling **0121 621 4028**. Once your payment has been taken, your 20 digit Vend Code for this payment will be repeated back to you, please make a note of this in case a payment doesn't register.

How much can I top up?

Ways to pay	Minimum top-up per meter	Maximum top-up per meter
At a Paypoint outlet	£2	£45
Online	£10	£175
Text	£10	£175
By phone	£10	£175

Top-up not worked?

If your top-up hasn't registered, you can enter this manually on your in-home display. Once you have paid for your top-up you will receive a payment receipt with a 20 digit vend code, this could be on a paper receipt, via a text or spoken back to you over the phone depending on your top-up method.

On the main screen you'll see an **account button**



Clicking on that button will take you to a screen with a numerical keypad, enter your vend code in there and press enter. A message of 'processing' will appear while it connects to your meter and will then show a message stating 'success' and 'transaction successful' or 'failure' and 'transaction failed', along with the reason for failure and the option to try again.

Alternatively, you can top up manually via your meter using buttons 'A' and 'B'. See page 13 for more information.

Button 'A': Press this button and manually enter your vend code from your payment receipt. When in vend code mode, the button can also be used to delete a digit entered.

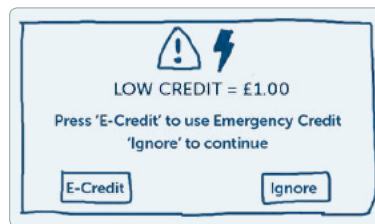
Button 'B': Press this after you've entered your vend code, so it can be sent.

If you have any issues topping-up and this manual doesn't provide a resolution, please don't hesitate to contact us and one of our friendly advisors will be happy to help.

Emergency credit

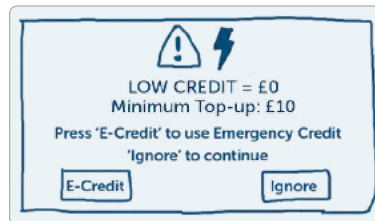
If you get below £2 credit, your in-home display will show a warning low credit message, when this appears you can choose

whether to activate your emergency £10 credit by clicking on the E-Credit button.



If you don't top-up within this time, another alarm will sound giving you the option of emergency credit again. It's important to note, emergency credit is limited and if you don't top-up, your supply could be paused until you do.

Also, you can set your own alert for when your credit gets below the amount you have set.



Friendly credit

If you run out of emergency credit, friendly credit can sometimes be available to ensure you're not off supply when you need it. When you are using friendly credit, it will show on your in-home display and give you a warning of when it will end and another one notifying you just before it stops and how much you'll need to top-up by.



	Emergency Credit Available	Friendly Credit Available
Mon - Fri 10am - 4pm	Yes	No
Mon - Fri 4pm - 10am	Yes	Yes
Sat & Sun & Bank Holidays	Yes	Yes

Please note, friendly and emergency credit, will need to be repaid before any further credit is added to the meter.

Are you having difficulty paying?

For larger debt, and for customers having difficulty paying, we can arrange a debt management plan whereby we agree with you to recover a certain amount of the debt through the meter each week. This is the same as for traditional pay-as-you-go customers. Please get in touch with us if you feel like this could help you with your energy.

Also the **Citizens Advice** consumer service may be able to provide impartial advice on **03454 04 05 06**.

Outstanding balance



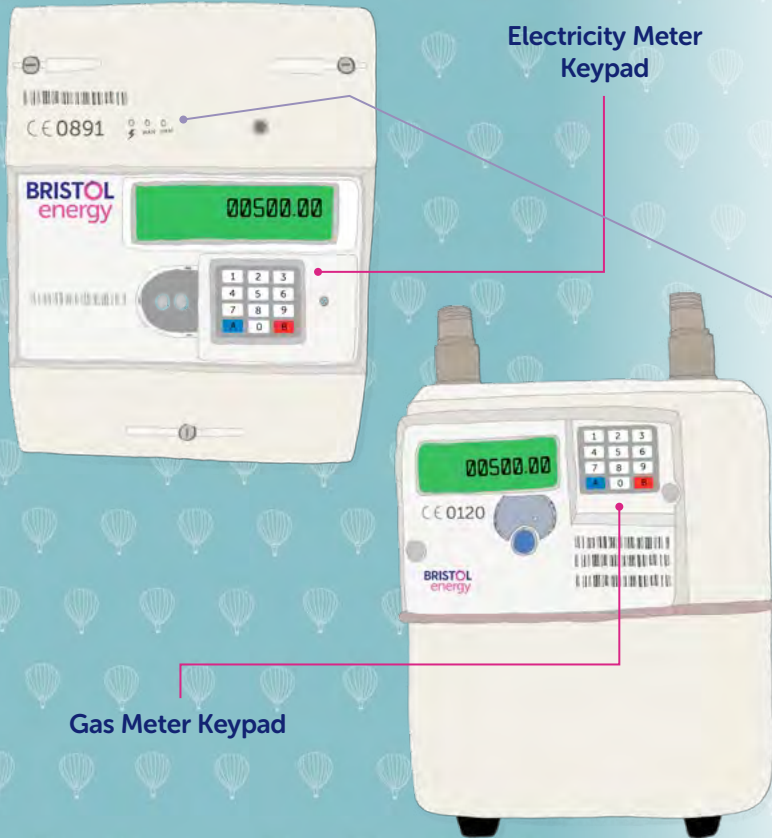
If you have any credit on your old meter, this will also be transferred to the new meter, this can be seen by going into the 'Account' section on your in-home display.

If you have any outstanding debt on your old meter, this will be transferred and can be paid through your meter at a rate you've agreed with us. Pressing the '**Debt**' button on the '**Account**' screen of your in-home display allows you to see if your account has any outstanding debt and, if so, the rate at which it is being recovered.

Debt Account			06.08.16
Back			
Debt Type	Outstanding	Rate	
Debt Acc 1	£25.00	£5/day	
Debt Acc 2	£50.00	£1/hour	
Debt 3	£25.00	10%/top-up	
Accumulated Debt	£5.00	On top-up	
Total	£105.00		



Your smart meters



Meters can be complicated and we hope you shouldn't have to look at your new smart meter, but it's always good to understand it, just in case you do, so here's a bit of simplified information in case you ever need it!

There's a red flashing light that can be seen on your meter next to the keypad, this is measuring the electricity/gas going through the meter. It's measuring this in kilowatt hours (kWh).

There's a few extra lights above the screen that indicate different information, from left to right, are:

Power light: this should be off all the time – it only comes on when the smart meter is first installed or when your energy supply is restored after a power cut.

WAN light: this should flash, up to 5 times in a row, which shows the meter is successfully picking up a WAN (wide area network) signal, allowing it to communicate with us – if the light is on solidly it means that the meter has lost the WAN signal.

HAN light: this should always be off – the only time it should come on is when something is being paired with the meter, such as your in-home display or your other meter.

There's also a keypad on each meter which is how you retrieve information you need.

What are the functionality buttons on a Bristol Energy smart meter?

Pressing these buttons will give you different information. Please note, you can press buttons more than once to get different information.

Buttons	Pay-as-you-go	Credit
1 Daily Energy Cost	Cost of energy used so far today	Cost of energy used so far today
	Cost of energy used yesterday	Cost of energy used yesterday
2 Weekly Energy Cost	Cost of energy used this week	Cost of energy used this week
	Cost of energy used last week	Cost of energy used last week
3 Monthly Cost	Cost of energy used this month	Cost of energy used this month
	Cost of energy used last month	Cost of energy used last month
4 Monthly kWh	kWh usage last month	kWh usage last month
	kWh usage 2 months ago	kWh usage 2 months ago
	kWh usage 3 months ago	kWh usage 3 months ago
	Continue pressing up to 12 months	Continue pressing up to 12 months

Buttons	Pay-as-you-go	Credit
5 Debt Information	Debt information	Debt information/ CO ₂ data
6 Tariff Data	Tariff	Tariff
	Standing charge	Standing charge
7 Emergency Credit/Debit	Emergency Credit Status	Displays 'Not Used'
	Amount to repay	Displays 'Not Used'
8 Friendly Credit Status	Friendly Credit Status	Displays 'Not Used'
9 Meter Reading	Meter Reading	Meter Reading
0 Misc Data	Display check	Display check
	Date	Date
	Time	Time
	Load	Load
	CO ₂ data	CO ₂ data
A Enter vend code	Enter Vend Code
B Check balance and send Vend Code	Check balance and send Vend Code

Loss of supply

Electricity: Ensure all of your appliances are switched off at the wall sockets as sometimes when your energy comes back on, the power surge can affect them.

Gas: Switch off your boiler and anything that uses gas, including your hobs or oven. It may also be worth checking the emergency control valve on the gas meter, to ensure it's letting gas into your property. This can be found where your meter meets the gas pipe. If the lever is in line with your gas pipe, the meter is allowing a gas flow through. If it's out of line with the pipe, it is not so try adjusting it. If it's open but your appliances are off or you smell gas, please call 0800 111 999.

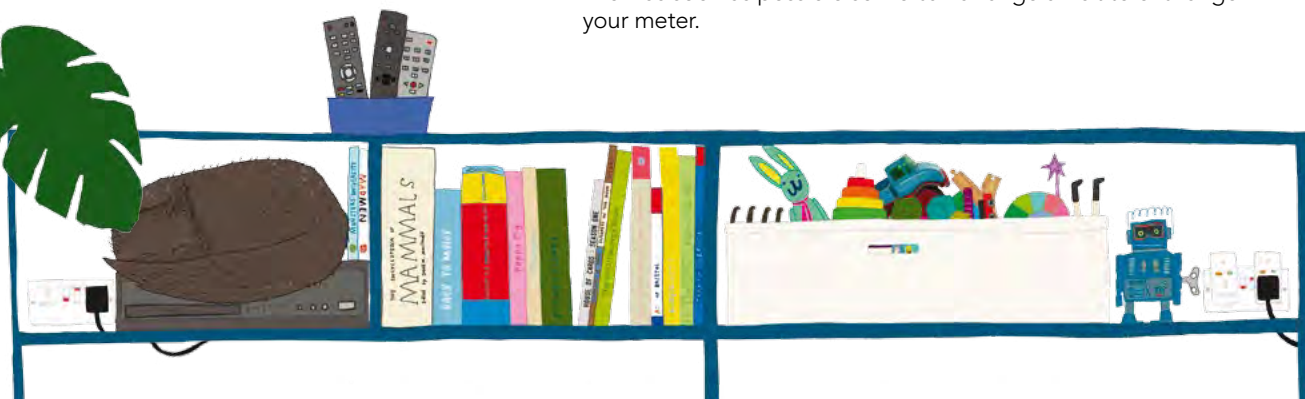
If you lose supply there could be a couple of reasons and ways to check.

Power cut: Are your neighbours off supply too? If they are it's likely to be a power cut in your area and you can find out more information by calling your district network operator on 101.

Pay-as-you-go: If your meter is a pay-as-you-go meter, you could be off supply because a top-up is required. Please note, if you've used emergency or friendly credit, this needs to be paid back before and you need to be in credit by at least £1.00 before your energy will come back on. You can check your balance by pressing the fuel symbols on your in-home display. If this is something you're unable to do please don't hesitate to contact us.

Please note, you may have to restore power on your in-home display to gain back its functionality.

Faulty Meter: If the above don't apply to you then your meter could have developed a fault. If this is the case, please let us know as soon as possible so we can arrange a visit to exchange your meter.



After you've been off supply

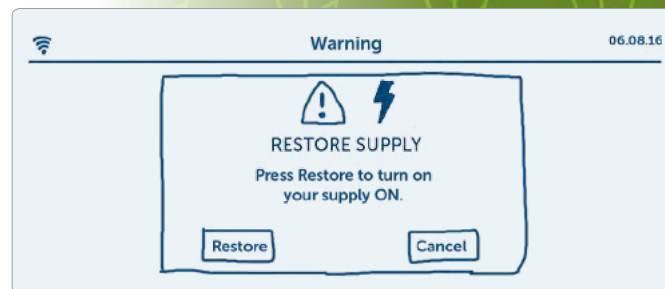
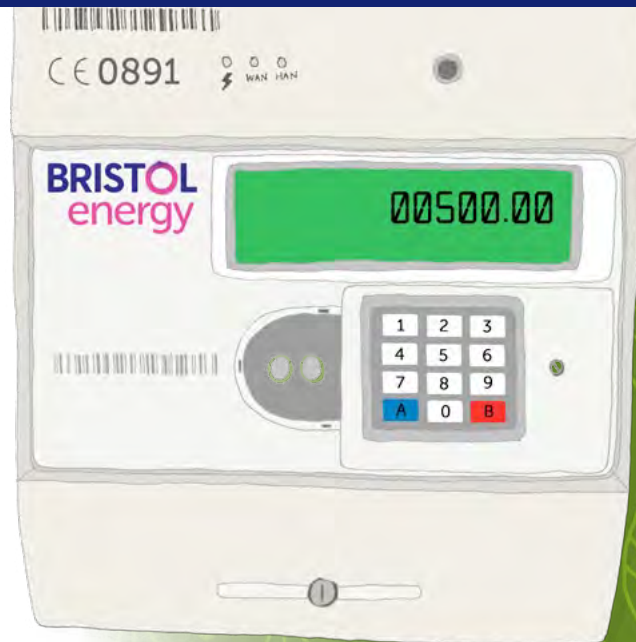
If your supply goes off, after you've found the problem and it's been rectified you need to manually restore your supply by pressing **A** on your meter to connect and then **B** to restore power. If you have dual fuels, you will need to do this to both meters. Details about how to navigate your meter can be found on page 14.

If you just have electricity, you can restore your power by using the in-home display. Just switch the handset on and the screen will show a message asking whether you wish to restore your power. Click 'OK' and your power should come on. If your in-home display isn't responsive, ensure it has working AAA batteries and if there is still a problem let us know.

Gas: Sometimes your gas meter can go into sleep mode if it's been off for a while. So after pressing '**A**' and '**B**' on the gas meter keypad to restore the supply as above, it should come back on.

If you're a pay-as-you-go customer, your gas meter being asleep may have affected your top-up registration. If you've recently topped-up, check your in-home display to check your gas top-up has registered. If it has shown up on your in-home display, you'll then need to register the top-up on the gas meter. You'll need to enter the 20 digit vend code given to you after your top-up.

Then press '**A**' to get the meter into vend mode, then enter your vend code and press '**B**' to send it. Press '**A**' again to connect the gas meter and '**B**' to restore your supply.



Setting targets and energy saving

Not sure how to set yourself a target?

We've shown you how to set your target but what should you set your target to? It's hard to know how much you should be spending, especially if you're not entirely sure what you're spending already. Here are some handy tips on how to set yourself a target to enter in your in-home display. Of course your target can change over time and you'll become more aware of how much energy you're using, so this is just a guide to help you start reducing your energy usage and save some money.

Compare against your own history: Try to reduce your consumption compared to the previous day, or the same day from the previous week, or even the same month from the previous year.

Compare against your estimated annual consumption: If you're a credit customer you can find your estimated annual consumption on your bill, if you can't find it or are a pay-as-you-go customer, contact us and we can let you know what it is. Then you can compare your actual usage with that of your overall estimated. You can do this per day by dividing the amount by 365 or monthly by dividing it by 12.

Base it on the money: Setting an amount of money that you want to aim to spend each day and comparing how you do means you can actually see the pounds you're spending reducing.



Moving home

If you're moving home please let us know so we can ensure we stop charging you for energy. If you don't let us know, you could be paying for the new occupant's energy. We can also organise supplying your new property if you'd like us to. If you're the new occupier please contact us too and we'll set you up with your own account!

Lost card

If you happen to lose your payment cards and have forgotten your 19 digit PAN number, don't worry just give us a call and we'll send you a new card.

Energy saving tips

We believe our job is to bring you more than just your energy. It's also important for us to help all our customers become more energy efficient. So here are some handy tips to make sure you're in the warm and not out of pocket.

1. Energy saving light bulbs

Think that LED's aren't as bright as your standard halogen bulbs? Think again. They're also more energy efficient. Gone is the need to wait minutes for the room to light up with your energy saving light bulbs, these can now be replaced with LED spotlights that are bright and come in a variety of shapes, sizes and fittings.

2. Switch off unused plugs

Some appliances still suck energy even when they're turned off, so make sure when you're done with the appliance you turn it off at the wall or unplug too. The Energy Savings Trust has found that on average up to £80 a year is wasted due to appliances left on standby, with most expensive being the TV and games consoles!



3. Turn it down

Whatever the weather we all like being toasty in our homes, but turning your room thermostat down by just one degree can save you between £85 to £90 a year. It's easy to want to get warm quick, especially in the winter or after a sudden summer shower, but cranking the heating up to provide a quick burst of heat costs more! Slow and steady wins the race here.

4. Use your lids

A saving of roughly 3% in energy costs can be made if you lower your hob heat and use a lid for the pan you're using, cooking things in the same amount of time, if not quicker. Surprisingly, the microwave is the most energy-efficient way to cook!

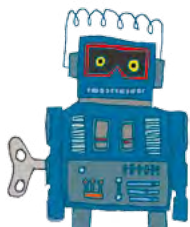
5. Shower efficiently

If you've got a shower that takes hot water from your boiler or hot water tank, fitting a water efficient shower head may reduce your hot water usage while retaining a powerful shower. On average it could save a four person household around £67 a year on gas that heats your water and a further £100 on water bills if you've got a water meter.

A helping hand

It's good to know that there's always someone there that's on hand to help you and you can call our customer care team free on 0808 281 2222. More information can be found on our website www.bristol-energy.co.uk.

Agency	Telephone number	Website
Citizens Advice – Energy	03454 04 05 06	www.citizensadvice.org.uk/energy
Centre for Sustainable Energy	0117 934 1400	www.cse.org.uk
Talking Money	0800 121 4511 or 0117 954 3990	www.talkingmoney.org.uk
National Debtline	0808 808 4000	www.nationaldebtline.org
Pennywise	0117 970 4548	www.pennywise.org.uk
The Disabled Living Foundation	0300 999 0004	www.dlf.org.uk
Energy Saving Trust	0300 123 1234	www.energysavingtrust.org.uk
Energy Ombudsman	0330 440 1624	www.ombudsman-services.org/energy







BRISTOL energy

Bristol Energy is a trading name of Together Energy (Retail) Limited
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