

Your smart meter quick start guide

Six little pages to help you make the most of your new smart meter, so you can use less and save more.



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octopusenergy

Welcome to the world of smart meters

Smart meter technology unlocks a greener future.

What are smart meters?

Smart meters are the next generation of metering. They send us your meter readings automatically, so you don't have to.

What is an In-Home Display?

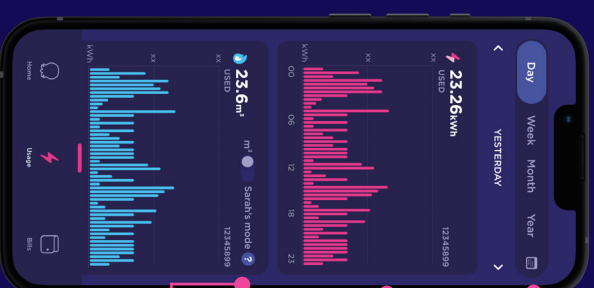
The In-Home Display (IHD) is a portable touch-screen unit that connects to your smart meter wirelessly. It records your energy consumption every 30 minutes for gas and roughly every 10 seconds for your electricity and shows how much you're using in kilowatt hours (kWh) or pounds and pence.

Good to know:

- We usually connect to a smart meter on the day it's installed, but it can take up to two weeks (meaning you won't see anything on your IHD or app in that time either) due to the industry processes involved.
- If you ever need help taking manual reads from your smart meter, visit our FAQs: octopus.energy/help-and-faqs/categories/meters.

Track what you're using in our nifty app

To view your usage, tap the ⚡ icon in the navigation bar.



Time frame - toggle between your daily, weekly, monthly and yearly energy usage.

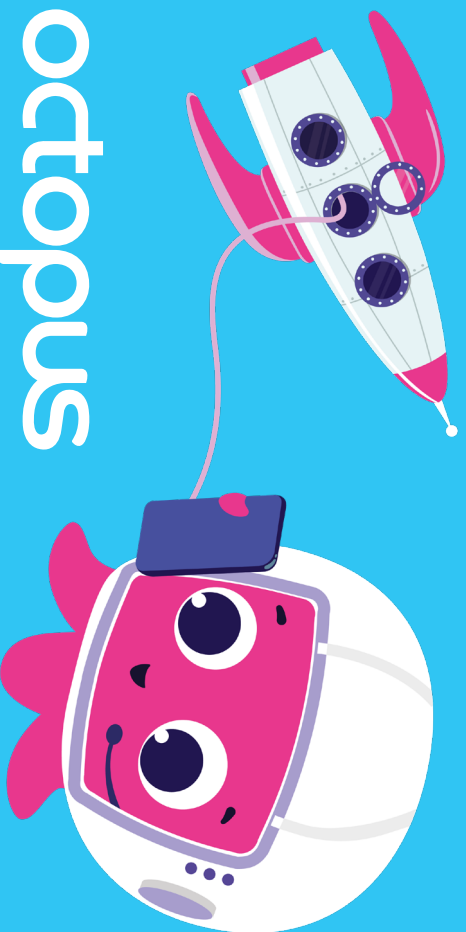
Bar graphs - hold down one of the line bars to see your exact usage for that particular half hour, day, week or month.

Energy measure - you can tap to see your gas usage in m³ or kWh (Sarah's mode).

If you don't have the app downloaded already, just search for Octopus Energy on the App Store or Google Play.

P.S. You can change how often we take readings from your smart meter (half hourly, daily, monthly) at any time via the app or your online account. Head to: octopus.energy/login.

Introducing...



octopus mini

The fast, simple way to track your energy use in real time, straight from your smartphone.

Find out more at: octopus.energy/blog/octopus-home-mini/

Energy Efficiency Advice

Check out our top three tips that could save you some serious £££.

● **Change your boiler's flow temperature** - setting your boiler's flow temperature between 55 and 60 degrees could save you £98 (its default setting is usually too high). Please visit octopus.energy/blog/energy-saving-tips/ for information on legionella.

● **Set your thermostat between 18-21°C** - tweaking your thermostat (using it as an on/off switch or boost for example) can mean more gas is wasted - you'll be comfier, and more efficient, if you set it and leave it on while you need it. Turning it down by just 1 degree could save up to £179 on your energy bill.

● **Draught-proof your home** - draught-proofing your windows and doors could save you £63 a year and closing your curtains before it gets dark means you could reduce your heat loss by up to 15%.

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

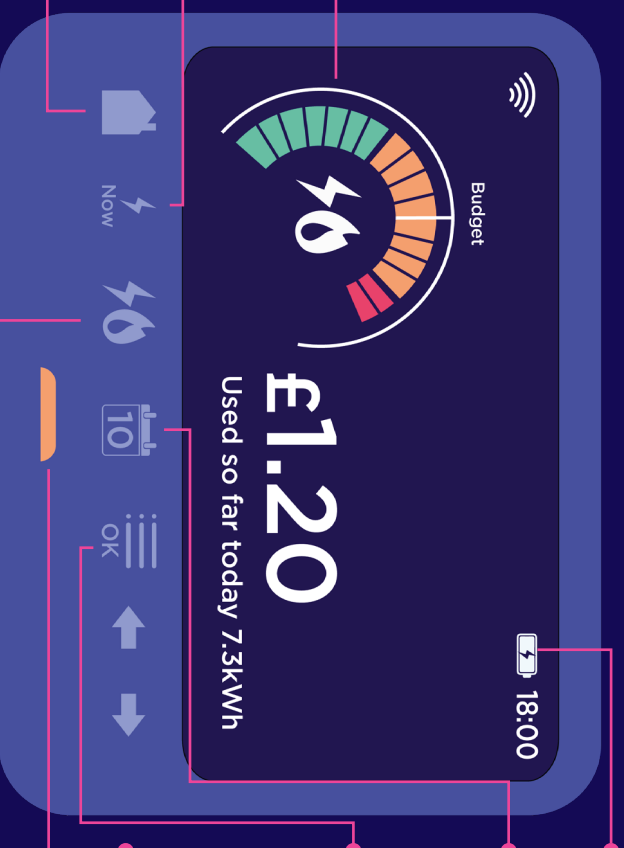
Get to know your In-Home Display

Energy usage dial - the dial shows you how much energy you're using (press the 'Fuel' icon to toggle between gas, electricity and dual fuel). Set a budget to see a handy marker on the dial to help keep tabs on what you're using.

Now - shows you how much energy you're using right now.

Home - press to return to the home screen.

Fuel - press to see your gas, electricity or combined energy usage and cost.



Battery level - shows how much battery your IHD has.

Calendar - press to see what you've used today, this week, this month or this year.

OK - press to set budgets, change IHD settings, access meter info and more. Just use the left and right arrows to scroll through your options and press OK to select.

Coloured lights - show whether your current usage is low (green), medium (amber) or high (red) in comparison to your typical usage.

For more information on how to use your IHD3, head to [octopus.energy/ihd](https://www.octopus.energy/ihd).

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

For reference, your old meter readings were:

Electricity:

Gas:

Your smart meters were installed today by:

Name:

Date:

Contact details

In an emergency

Power cut: 105 | Gas: 0800 111 999

Get in touch with us

Email: hello@octopus.energy | Call: 0808 164 1088



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