

# Smart Energy Display

See your energy use in pounds and pence

Sainsbury's  
Energy

# Welcome

## To the Smart way of seeing your energy

Your Smart Energy Display will help you take control of how much energy you're using.

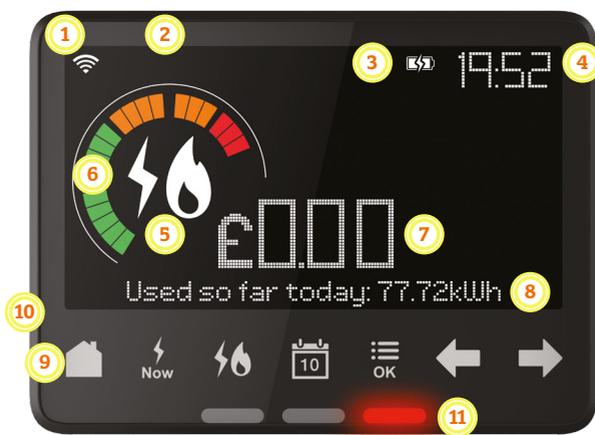
From the comfort of your own home, you'll be able to see just how much energy you're using as well as what it's costing you.

This guide will help you get started quickly, so you can start saving energy and money. Take a few minutes to read it, including the important safety information.



# Getting to know your display

A simple glance at your display shows you how much energy you're using and what it's costing – it also tells you the time.



- 1 Wireless Signal Strength**  
The signal strength between the Smart Energy Display and your Smart meters
- 2 Budget Line**  
A visible line showing a personally set budget
- 3 Battery Status**  
Charging status and battery level
- 4 Time**  
Current time in 24hr format
- 5 Fuel View**  
Displays Electricity, Gas or both
- 6 Energy Display Dial**  
Track your energy use at a glance. View your energy use right now, so far today, this week or this month.
- 7 Numeric Display Area**  
Shows your costs, consumption and other information in numbers
- 8 Text Display Area**  
Displays text information and prompts
- 9 Menu Touch Buttons**  
You can select different screens and functions (see page 4)
- 10 Power Button**  
The On/Off button is on the back of the display
- 11 Coloured Light Indicator**  
See at a glance if your electricity usage right now is low, medium or high (see page 5)

# The menu buttons

**These touch buttons let you move around your display, so you can see your energy use the way you want to.**

Use these to see your energy use so far today or over the last month and to access additional settings and functions.



Press the **home button** and you'll see the energy you've used so far today. If you're on a prepayment tariff, you'll see the balance of the meter with the lowest credit – read more about this in the Prepayment section.



Lets you toggle between seeing your energy **so far today / this week / this month / this year** – in pounds and pence and Kilo Watt hours.



A quick way of seeing the electricity you're using **right now**.



If you have Smart meters for both gas and electric, you can see your energy use by each fuel or the combined use.



This **menu and Ok button** will let you change the settings on your display and access additional functions such as setting a budget. When you press the button again, it confirms an action and using the arrows  lets you scroll through the menu or highlight a choice.

## Prefer to view it in Welsh?

Then select language from the settings menu.

**The best way to get to know your display is to have a go.**

There's also a tutorial showing you how it works – you'll find this via the menu button. 

# Your energy use at a glance

Your display shows you quickly and simply what's going on in two ways:

## The energy display dial



This lets you see at a glance whether your energy use is low, medium or high. Press the ⚡ button to see your electricity, gas or both and use the 📅 button to see how much energy you've used so far **today / this week/ this month or this year.**

By pressing the ⚡<sub>Now</sub> button when viewing your electricity use, you can also see how much electricity you're using **right now.**

## Coloured light indicators

The coloured lights at the bottom of your display show your electricity use **right now.** Initially they're based on a medium size household, but over time your display will learn your typical electricity use and the scale will be adjusted automatically to reflect your own household.

Your energy use is:

Low



Medium



High



Please be aware that the electricity value shown on your display is updated every 10 seconds and the gas is updated every 30 minutes.



## If you produce your own electricity

If you produce electricity, this pylon symbol will appear on the Home screen of your Smart Energy Display when you export it. The number shown will be the amount of power being exported: it will not show the power being generated, so the cost shown should be £0.00 and no bars will be shown on the coloured graph.

# Getting to know what costs what

Your Smart Energy Display helps you understand the energy in your home, so that you could become a more energy efficient household.

In two steps, it's easy to see if you're using more or less energy than normal:

1



See what your standard energy use is: press the  button and look at your display with just those electrical appliances that are on all the time, such as a fridge. This shows your standard level of electricity.

2



Now look at it when you turn different electric appliances on and off. See how each one effects your energy use and get a good idea of what they cost to run.

Over time you'll be able to make informed decisions about how you could reduce your energy and save money. Your display has a built in rechargeable battery, making it portable. So, you can easily compare appliances in other rooms of your home.

**Please note:** the costs on your display indicate what you'll pay in £s and pence. They're based on your current tariff, include VAT, but don't include any discounts you may have.

# Setting a budget

When you've got the hang of your display, then you could try setting a target budget and see how you perform against it.

Whilst the display includes a pre-set budget value for each fuel, it's best to set your own budget based on the amount you normally use.



Press the menu button and use the arrow buttons to select **set budget** and press OK. You'll then be able to select the fuel.

Touch the  button to choose your budget's timeframe, such as daily or weekly (the display will automatically recalculate the values if you switch from daily to monthly to show £/day or £/month). A sound signal lets you know if you go over budget. You can turn this signal on or off from the settings menu.



# Your questions, answered

## What happens when I connect my Smart Energy Display to the power supply?

Your displays lower screen will show: 'Connecting to Smart meter'. It can take about 10 minutes before it automatically connects.

## If the power is cut off, will I lose the information on my display?

No, the information will still be stored within the Smart meter(s).

## How often will you collect my personal data?

You can choose how often your readings are sent to us. Unless you tell us otherwise, we'll take them every day as it helps us to make sure your bill is as accurate as possible. View our data policy at [sainsburysenergy.com/legals/smart-data-terms](https://sainsburysenergy.com/legals/smart-data-terms)

## Will my Smart Energy Display work if I change energy supplier?

It depends on the supplier you change to and their Smart meter policies and capabilities. Check with them before you change.

## How much does it cost to run my Smart Energy Display?

About 2p a week under normal operating conditions with the display plugged into a mains supply and set up to its default settings.

## What happens if my Smart Energy Display is faulty?

We'll replace it for free if it happens in the first 12 months. If your display is broken then give us a call.

## What happens if there's a fault with my Smart meter(s)?

We'll repair or replace your Smart meter(s) free of charge if they develop a fault. If you think there's a fault with your Smart meter(s), please contact us.

### Checking your meter reading:

Your Smart meter(s) will send your readings to us automatically. You can see your meter reading on the meter, or by selecting **meter information** within settings from the main menu.

# Safety notice



## It's important to take these key safety precautions:



Your Smart Energy Display is designed for indoor use in dry environments. Don't expose to excessive moisture. Disconnect before cleaning and don't immerse in water or other liquids. Use a soft dry cloth to clean the display.



Always disconnect the power supply before cleaning your display.



Avoid dropping, excessive shock or vibration.



To protect the environment, please don't dispose of this product in your household waste at the end of its life. Please take it to a recycling centre for disposal.



Don't attempt to open, repair or service any part of your Smart Energy Display yourself. If the device appears to be faulty please contact us.



Don't use a visibly damaged power adapter or power lead. Use only the power adapter supplied to you with this product.



Supervise young children if they use the Smart Energy Display.



This display contains a Lithium Ion battery. Don't dispose of it in a fire, expose it to excessive heat or attempt to puncture it.

**RoHS**

RoHS Compliant. This product complies with RoHS regulations.



CE Approved.

A black and white photograph of a woman sitting at a desk. She is holding a glass of water to her lips with her right hand and typing on a laptop with her left hand. The background is a blurred office or home workspace.

# Getting more from your Smart meter

Smart meters send your meter readings to us automatically. The more often we collect your energy data, the more we'll be able to help you understand it. Unless you've told us otherwise, we'll take readings daily, but if you upgrade to half hourly you could get access to online tools, reports and advice based on your specific energy use – helping you to save energy and money.



Contact our Smart helpline

**0800 294 0880\***

Monday to Friday 9am to 5pm



When we install Smart meters, we work to the Ofgem approved Smart Metering Installation Code of Practice. This can be viewed at [sainsburyenergy.com/legals/smicop](https://www.sainsburyenergy.com/legals/smicop)

**Phone calls:** Calls to 0800 and 0808 numbers should be free from all mobiles & generally free from all landlines. Calls may be monitored and recorded for security, quality or training purposes.

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