

Welcome to smart

A guide to your smart meters




British Gas



Your new energy experience

Welcome to smart. Now you can keep an eye on your energy – and what it's costing in pounds and pence. You can:

- See your energy as you use it
- Forget about taking meter readings – your smart meters take them for you, and send them to us
- Say goodbye to estimated bills
- See a detailed breakdown of your energy consumption and tips on how you could save*

Read on, and we'll tell you about all the things smart can do for you.

*Only available if you have selected half-hourly/daily readings. If you have selected monthly readings and wish to change, please let us know at britishgas.co.uk/mydetails

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Your smart energy monitor

See your energy costs

Control your spend

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Need help?



Your smart energy monitor

The centre of your energy world

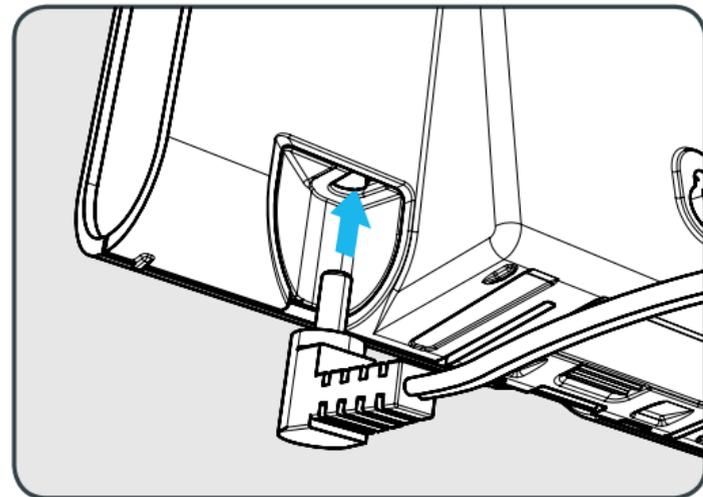
Your smart energy monitor tells you all about your energy usage:

- How much gas and electricity you're using at any given moment
- What it's costing, in pounds and pence
- Comparisons of what you're using now with the previous day, week or month

With all that information in front of you, it's easier to decide what to switch off or turn down to make savings.

Setting up

To start your smart energy monitor:

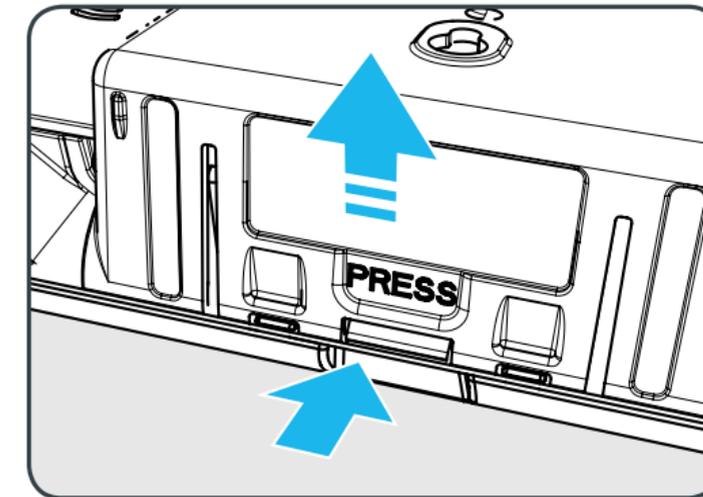


Either connect the mains adapter provided to your smart energy monitor.

Remember: your smart energy monitor will go into sleep mode to save power, so just press the Home button to wake it up again.

Hint: Your smart energy engineer will have already found the best place for your smart energy monitor to connect with your smart meters, and will have connected them wirelessly.

Or insert three AA batteries (not rechargeable). We suggest you run your smart energy monitor using the mains, as it costs less than using batteries.



The screen at a glance

This is the Home screen. We'll take you through the menu options in the rest of this guide.

Signal strength

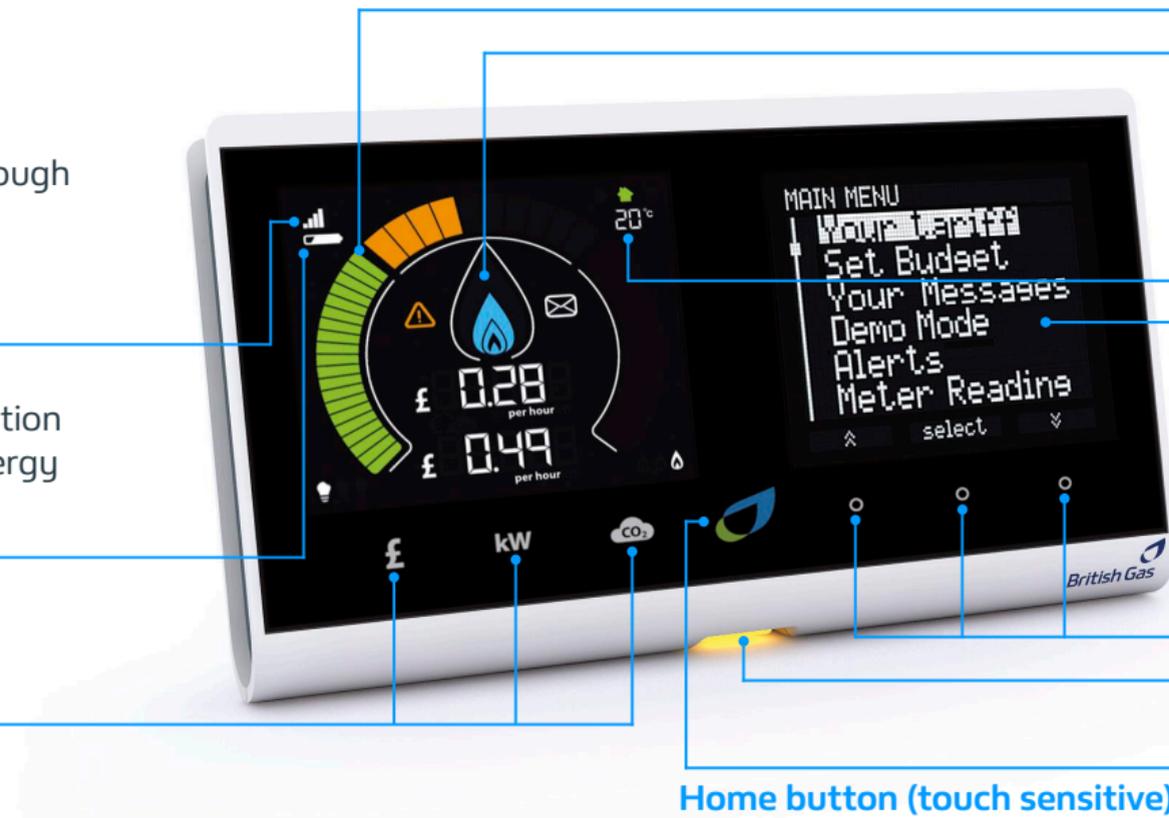
Shows you the strength of wireless connection between your smart meters and smart energy monitor.

Battery status

Flashes when batteries are weak.

Unit selectors (touch sensitive)

Touch to view your usage in money (£), energy (kWh) or carbon emissions (CO²).



Home button (touch sensitive)

Returns you to the home screen.

Gas consumption rate

The flame shows you how much gas you're using (updated every half hour or so) up to 50kWh.

Main menu

View detailed information about your energy usage, cost, meter readings and budgets.

Consumption LED

Shows you if your electricity use is low (green), medium (amber), or high (red) at any given moment.

Electricity consumption rate

The gauge shows you how much electricity you're using in kWh (updated approximately every 10 seconds) up to a maximum of 24kWh.

Thermometer

Displays the temperature of the room where your smart energy monitor is. It also shows you whether it is at your preferred level (green), above it (red), or below it (blue).

Navigation buttons (touch sensitive)

Touch each button to perform the action written or indicated directly above it.

Alert

 Tells you we've sent you an urgent message.

Message

 Indicates we've sent you a non-urgent message.

See your energy costs

See what you're spending

See the cost of your energy as you're using it:



On the left hand side of the Home screen, touch the £ sign. You'll see two amounts displayed: the top one is your gas, and the one below is your electricity

or

Start at the Home screen, select Usage, then Gas or Electricity.

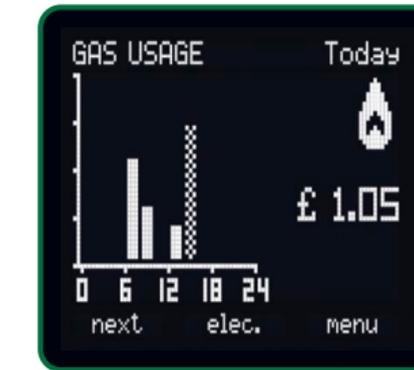


Compare your gas spend

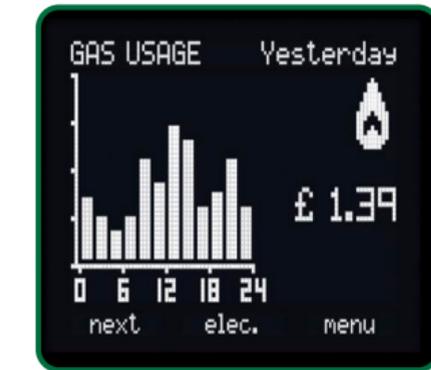
View the cost of the gas you're using today, and compare it with previous usage.



Start at the Home screen, and select Usage



Select Next to view yesterday's gas cost



Select Next repeatedly to view your daily, weekly and monthly gas costs

Remember: you'll see the standing charge applied at a daily rate on your usage graph which will show a higher than expected spike between midnight and 1am.

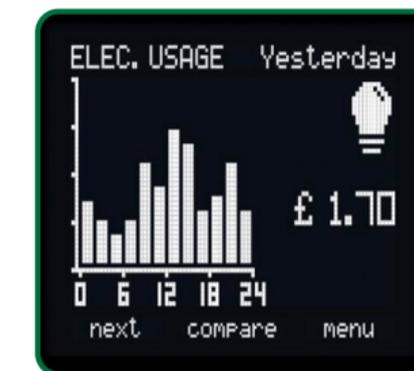


Compare your electricity spend

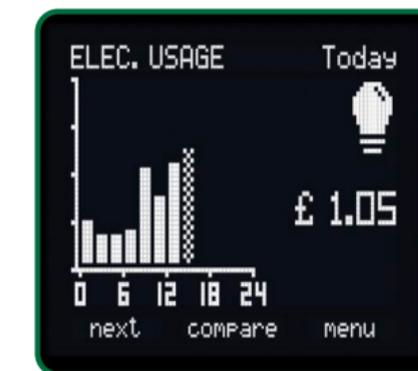
View the cost of the electricity you're using today, and compare it with previous usage.



Start at the Home screen, and select Usage



Select Next to view yesterday's Electricity cost



Select Next repeatedly to view your daily, weekly and monthly gas costs

Remember: you'll see the standing charge applied at a daily rate on your usage graph which will show a higher than expected spike between midnight and 1am.

Control your spend

Set your budgets and save

The smart meters make it simpler for you to control what you spend on your energy. With your new smart energy monitor, you can easily:

- **Set your budgets** for gas and electricity
- **Check your tariff** for gas and electricity

Plus if you opt for half-hourly meter readings, we'll be able to provide you with detailed information about your energy usage online. And we'll also give you tailored tips on how you can save (see page 30).

Setting your budget

Decided what you want to spend? Here's how to set your budget:



To view your current gas and electricity budgets, start at the Home screen (the first time, you'll see the default budget displayed)



To set new budgets, select Menu, then scroll to and select Budgets (this will show you your daily budget), then select Change



To set a new budget period, select – or +. To change from kWh to pounds and pence, select Next, then use – or + to make the change



To set your gas budget, select Next



Use + or – to select the amount. Repeat the same sequence for Electricity



Once you are happy with your new budgets, select Save and then Exit

Check your tariff

Need a reminder of the tariff(s) you're on, and what they cost? You can view it all easily:



Start at the Home screen and select Menu



Select Your Tariff (you'll see a summary of your tariffs)



To view your gas tariff, select Gas



To view your electricity tariff, select Elec. Press Exit to quit

Seeing your energy usage

See it as you use it, in pounds and pence

Your smart energy monitor helps you make sense of the energy you're using by:

- **Giving you useful information:** you can see your energy as you're using it, and what it's costing
- **Helping you stay in control:** your smart energy monitor analyses your energy usage, warning you if you're going above your intended spend. It also lets you compare what you're using now with previous periods

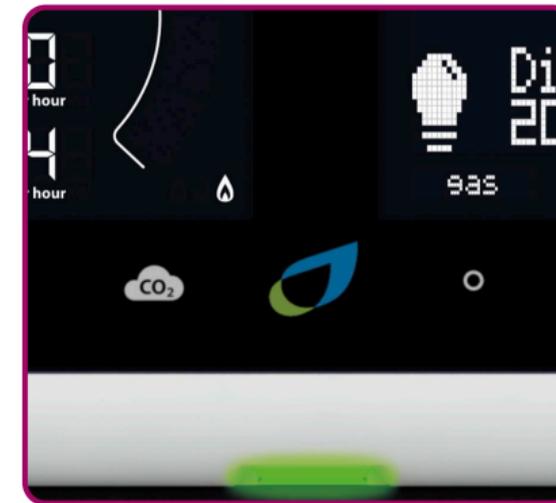
All this helps you to make informed decisions about what to turn down or switch off, to make savings.

See what you're using now



Your current usage is displayed on the left hand side of the Home screen. The outer gauge shows your electricity, and the inner flame your gas. You can use the touch-sensitive unit selectors to view your usage in pounds and pence, kilowatt hours (kWh) or carbon emissions.

High? Low? About right?



Your smart energy monitor's Consumption LED shows you if your energy use is low (green), medium (amber), or high (red) at any given moment.

Remember: this is based on default averages. You can change this to your own preference.

Compare your current and historical usage

Here's how to check whether you're using more or less energy than you were a day, week or month ago.



Start at the Home screen and select Usage (you'll see today's gas usage), then Gas, then Compare



Compare your last three days' Gas costs. Select Next to compare your weekly gas costs



Select Next to compare your monthly gas costs



To view your current and historical electricity usage, select Elec. and follow the same procedure as for gas



Here's an example of the electricity usage screen

View your usage online

Thanks to your new smart meters, you can access a personalised breakdown of how you use your energy. Using our online tool, you can:

- **Track your previous energy use** by the hour*, day, week, month and year
- **Compare your energy with similar homes**
- **View tailored tips and advice** to help reduce energy costs
- **See your likely spend** on heating, hot water, cooking, lighting and appliances

How to get our online tool

Simply log in or register at britishgas.co.uk/myenergy and access the tool on your desktop, mobile or tablet.

*Hourly breakdown only available if you select half-hourly readings. If you selected monthly readings and wish to change, visit britishgas.co.uk/mydetails



Need help?

Got a query? Need to talk to us?
Here are some frequently asked questions

FAQs

How can I be sure I'm getting the most out of my smart energy monitor?

Either watch our video guide at britishgas.co.uk/youtube/smart

Or select 'Demo mode' at the main menu of your smart energy monitor.

How can I view my energy use in even more detail?

If you've chosen half-hourly meter readings (which are sent to us daily), or daily meter readings, you can access our interactive online tool. It shows you a detailed breakdown of what you're using, with tailored tips on how to make savings. Half-hourly meter readings will also let you see what you're using by the hour. If you want to switch to half-hourly readings, contact us at britishgas.co.uk/mydetails

FAQs

What do the lights on my monitor mean?

The red, amber and green lights at the base of the unit are called Consumption LEDs (see page 11). They show you at a glance if the electricity you're using is high, low, or about right. Remember: this is based on default averages.

My smart meter isn't working

If your smart meter is faulty or damaged, please call us on 0330 100 0303* to report the problem. We'll arrange for an engineer to visit and get it working again. We'll only charge you if the meter has been intentionally damaged. Otherwise, there'll be no cost to you.

*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

How secure is my data?

British Gas takes the responsibility of collecting and storing the data from smart meters very seriously. The smart meters we are rolling out meet very high security standards set out by the Government. Each part of the smart meter system – from the collection of readings to the communication of meter reading back to us – are protected by a very strong level of security. No personal data that could identify you is collected or shared.

To download a record of up to 24 months of your consumption, go to britishgas.co.uk/login



Need to contact us?

Online

Visit britishgas.co.uk/smarthelp and click the blue 'chat' button at the bottom of the page to message with us

App

Download the app and tap 'message us' to chat with a member of our team.

Call

0333 202 9802*

If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626*.

*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

British Gas is a signatory to the Smart Metering Installation Code of Practice (SMICoP) which has been approved by OFGEM.

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