



Making your smart meter work for you.

Smarter thinking.
Lower bills.





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Your essential guide to saving energy at home.

From energy-saving tips for your home, to a run through of your In-Home Display (IHD), it's all here. Plus, all the clever insights you can get from the OVO Energy app. And now you've joined over 28 million UK homes* with a smart meter, it opens up a whole world of energy smarts that can help you save even more.

Like our Power Move challenge, which rewards you for using energy at greener times. And our Charge Anytime add-on – which helps you save money on home EV charging. It all adds up to energy that's better for you, your wallet and the planet.

The OVO Team

*Source: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1181440/Q2_2023_Smart_Meters_Statistics_Report.pdf



The handy display that helps you spot ways to save.

Your smart meter links remotely to your In-Home Display (IHD). It costs less than 70p a year to run and shows your energy use in real time. So, you can see how switching off that unnecessary light could help you save on your next bill.

Place your IHD somewhere convenient. It can help you:

- ✓ Check how much energy you're using.
- ✓ See your energy use in £ and p.
- ✓ Set targets and take control of your energy use.

On the next few pages, you'll find details of the different IHD models that we install. Simply find your model, for more details on how it works, and how to get the most from it.

Keeping your IHD safe

You should only use your IHD charger to power it. Using any other type could damage it.

How to power it

Simply keep it plugged in. It'll keep doing its thing. When unplugged, the battery of your IHD will last for about 4 hours.

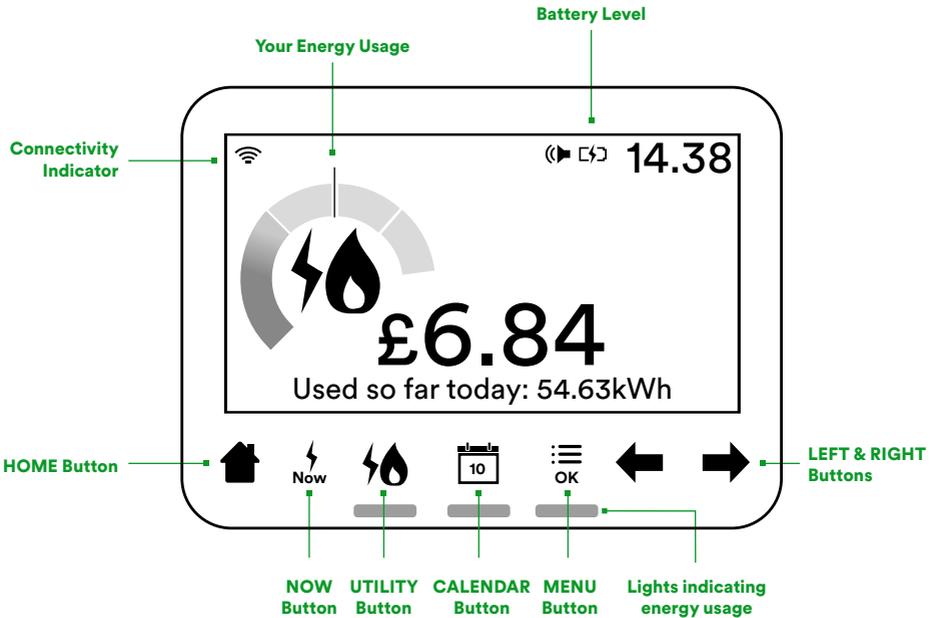
How long it takes to fully charge

Around 3 hours.

How to check its battery level

Your screen will be bright when it's fully charged, and will get dimmer when the battery is running low.

Your guide to what the icons mean on your display screen.



Get started right away

Plug in your IHD, press and hold the button on the back, then follow the on-screen 'Tutorial'. You can replay this as many times as you like (Press OK or MENU followed by the right arrow and select 'Tutorial').

If you'd like the screen to dim or switch off at certain times, press OK or MENU and scroll to 'Settings.'

How to see your energy use on your IHD:

You can check how much energy you've used daily, weekly or monthly, or in real time – in £ and p and kWh. Just press:

HOME Button – to see how much energy you've used today.

NOW Button – to see how much energy you're using in real time.

UTILITY Button – to switch between your electricity and gas use.

CALENDAR Button – to go through your daily, weekly and monthly use (then press the **LEFT button** to go back).

How to set a budget:

- Tap OK or MENU.
- Press the right arrow to go to the next page.
- Tap OK on 'Settings', then tap OK again on 'Set budget'.
- Use the UTILITY Button to choose the fueltype and the CALENDAR Button to choose the time period.
- Use the arrows to set your budget.
- Tap OK to complete.

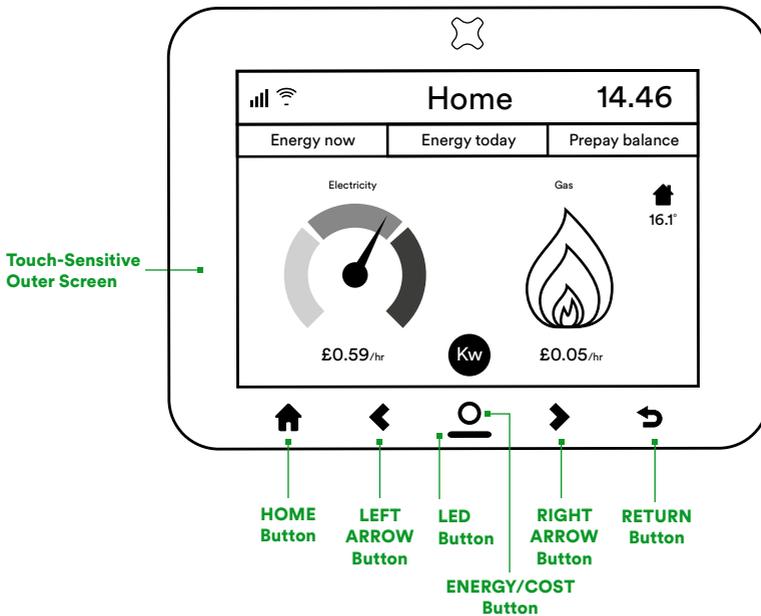
How to check your meter readings:

- Tap OK.
- Press the right arrow three times.
- Tap OK.
- Use the UTILITY Button to toggle between your electricity and gas readings.

Top tip

By pressing the NOW button, you can see your real-time energy use and check what appliances or lights you have on. This will help you to see what's using the most energy in your home.

Your guide to what the icons mean on your display screen.



How to see your energy use on your IHD:

HOME Button – press to enter the Menu while on the Home screen.
Press to return to Home.

LEFT and RIGHT Arrow Buttons – use these to move between the tabs for Energy now, Energy today and Prepay balance (if applicable). Press O to select.

LED Button – this shows your electricity use (green for low, amber for medium, or red for high) or blue for gas-only set-ups.

ENERGY/COST Button – press this to switch between kWh and Cost while on the Home and History screens.

RETURN Button – press to return to the previous screen.

Touch-Sensitive Outer Screen – you only need to lightly touch this to interact with the IHD screens.

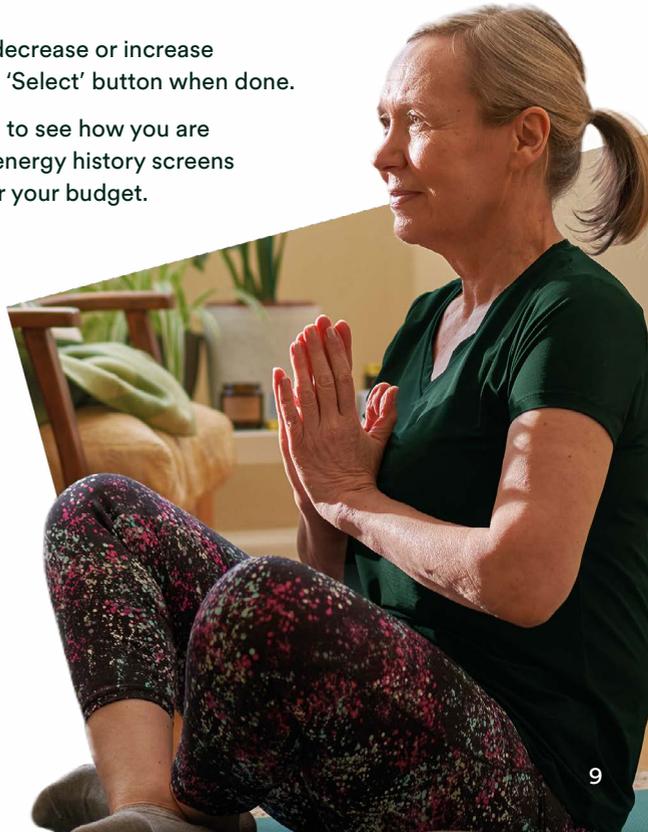
How to check your meter readings:

The 'Energy now' screen shows how much electricity you're currently using, on the left. And on the right, you'll see how much gas you're using. Pressing the button will change the values shown between cost in £/hr, and energy in kW.

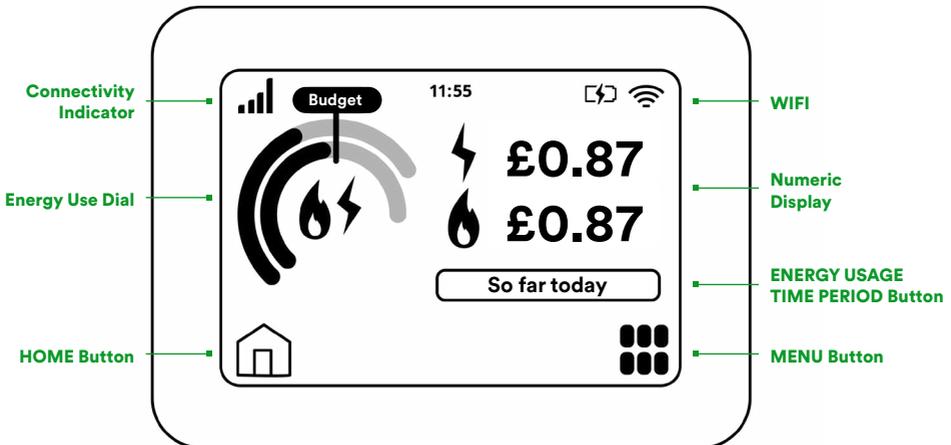
How do I set an energy budget on my IHD?

Setting a budget allows you to keep tight control of your spending. Here's how to set this up:

- Tap the Home Button/icon (for Geo Accessible it's the burger menu).
- Scroll to 'Settings' and then select it, then to 'Budget'.
- Select the fuel type (electricity or gas) you'd like to set a budget for.
- Use the left and right arrows to decrease or increase the budget amount, then tap the 'Select' button when done.
- Check the 'Energy today' screen to see how you are doing against your budget. The energy history screens will also show you if you are over your budget.



Your guide to what the icons mean on your display screen.



How to see your energy use on your IHD:

MENU Button – press this if you want to set an energy budget, access your online account, or check your old meter readings. To return to the HOME screen, just press the HOME Button.

HOME Button – press this whenever you want to see how much energy you've used today in £ and p. Tap on the NUMERIC DISPLAY to see your energy use in kWh.

ENERGY USAGE TIME PERIOD Button – tap this to switch between your daily, weekly, monthly or yearly energy usage. If you've set a budget, then the ENERGY USE DIAL will show your energy usage compared to your budget.

How to check your meter readings:

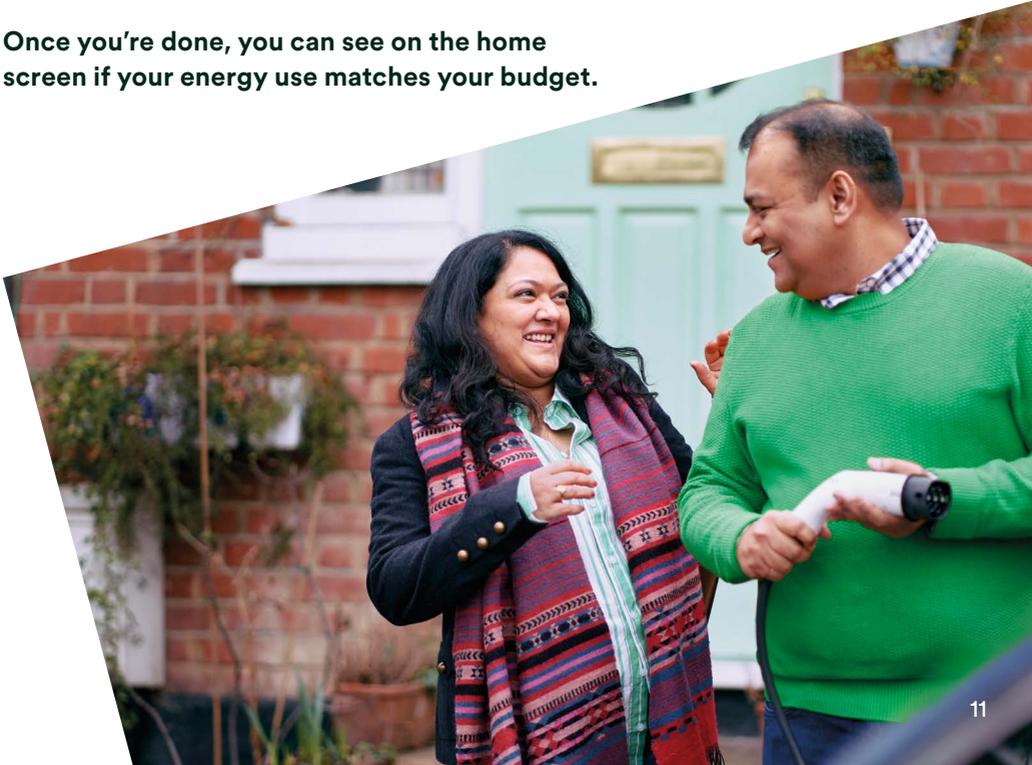
- Tap 'Menu'.
- Press the right arrow to go to the next page.
- Tap 'Meter info'.
- Use the arrows to scroll through your old readings and view your Meter Point Administration Number (MPAN).

How to set an energy budget:

Just by pressing a few buttons:

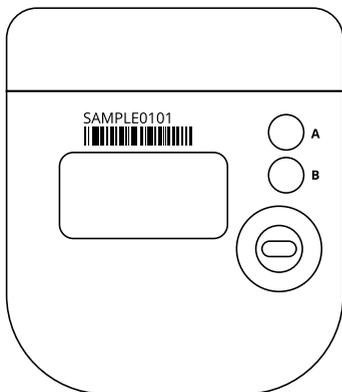
- MENU.
- BUDGET OPTION.
- Choose the fuel type budget you'd like to adjust.
- CHANGE.
- Use the arrows to increase or reduce your budget.
- TIME PERIOD – to choose how long you want to set the budget for (daily, weekly or monthly).
- SET – if you're happy with your budget.
- OK – to save everything.

Once you're done, you can see on the home screen if your energy use matches your budget.



Meet your smart meters.

Your electricity meter.



You'll get all your energy info through your IHD, so you won't need to do much with your meter.

How to see your electricity readings on your meter:

Just press any button to wake up the screen.

How your smart meter talks to your IHD:

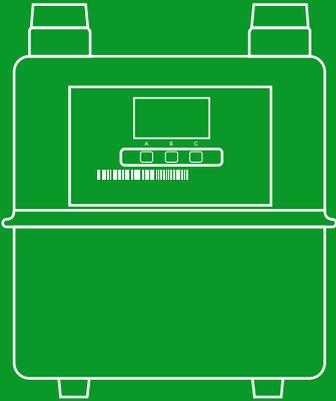
There's a communication hub that's connected to your electricity smart meter. This sends your meter readings to us, and your IHD.

If your meter is having trouble sending us readings, we might ask you to tell us what the lights are doing.

What the lights mean:

- SW** This shows the status of the hub's software. You should see a green light flashing every five seconds.
- WAN** Shows your communication hub's ability to communicate with us. If your meter is connected, you'll see a green light flashing every five seconds. This light may be off if your meter is using the MESH network to communicate.
- MESH** This light may be on if your meter is connected and communicating through another network (this network has been built to allow more meters to communicate in areas with poor or no signal).
- HAN** This light shows the connection status of your electricity meter, gas meter and/or IHD with your communications hub on the HAN (Home Area Network). If connected, you'll see a green light that flashes every five seconds.
- GAS** This light tells you if a gas meter is connected – you should see a green light flashing every five seconds. If you don't have a gas meter installed, this light will be off.

Your gas meter.



Much like your electricity meter, your IHD will send you all the info about your gas usage.

How to see your gas readings on your meter:
Just press any button to wake up the screen.
They'll be right there.



Just in case.

If your smart meter is having an issue:

Check out our troubleshooting page.

ovoenergy.com/help/smart-meter-troubleshooting

Your IHD goes blank:

The chances are it just needs charging. Plug it in, leave it to charge and then turn on again using the button on the back. If that doesn't work, it's maybe worth trying a different plug socket, to see if that's the issue. If none of that works, call us on **0330 303 5063**. Our lines are open from 9am to 5pm, Monday to Friday.

You get an error message:

If the screen shows 'Waiting for data', or 'Connection lost', it could be out of range or it can't communicate with your smart meter. Try turning it off, waiting a moment, and then turning on again. If that doesn't fix it, move the IHD closer to your smart meter. And if you're still seeing those error messages, call us on **0330 303 5063**.

Your IHD keeps rebooting, or switching itself off:

We regularly update your IHD remotely and sometimes this can disconnect the screen from the smart meter. It'll usually reconnect automatically but, if that fails, it might keep on trying to do so. If you're experiencing a problem, call us on **0330 303 5063**.

You're still getting estimated bills:

If this happens it probably means we've lost connection with your smart meter for a bit. We usually spot this on our system and get in touch. Or you can call us on **0330 303 5063**.

The lights on your meter sometimes flash on and off:

That's a good sign. It's completely normal and means your meter is working perfectly.

Any questions, just ask.

Chat online

Download the app or visit ovoenergy.com to talk to our online experts.
Available 8am-6pm (Monday to Friday)
9am-1pm (Saturday).

Email us

hello@ovoenergy.com

Phone us

0330 303 5063
between 8am-6pm (Monday to Friday)
9am-1pm (Saturday).

You might also find what you're looking for on our website's help page or from members of the OVO Forum.

If you prefer, you can write to us at
**OVO Energy,
1 Rivergate,
Temple Quay,
Bristol
BS1 6ED.**



Your savings journey starts here.

Your smart meter's just the beginning. Along with our free OVO Energy app, it's your key to unlocking energy-saving tech, tips and rewards that will help you on the Path to Zero.

Path to Zero is our mission to help you cut your energy costs and the UK's carbon footprint. Together, we'll be helping make the most of green energy and looking out for our planet. Find out more at ovoenergy.com/path-to-zero

Smart innovations to help on the Path to Zero

With our free app, you'll be able to check exactly how much energy your home's using and spot ways to save. Plus:

- Watch out for discounted tech and services to make your home more energy efficient.
- Book a visit from one of our Energy Experts and receive a personalised Home Health Report.

Get rewarded with Power Move

Join the Power Move challenge today to use your energy at greener times of day. You'll get money off your energy bills and help take pressure off the grid. Between 4pm to 7pm on weekdays, there are high levels of demand. This means the UK's renewable electricity doesn't go as far, and dirtier fossil fuels fill the gap.

So, a Power Move challenge might see you drying your hair later, timing the washing machine to run earlier, and choosing to charge your laptop overnight. The challenges may change at different times of the year. But the goal is always to move your energy use to times when the grid is greener. And we'll reward you for sticking to your new energy habits.

How to sign up

Join Power Move if you're an OVO pay monthly or on demand customer with a smart meter. Set your smart meter to send half-hourly readings, which you can easily do through your online account.

Just log in and if you're eligible, you'll find Power Move in the Path to Zero section of your online account.

EV Driver? Save with Charge Anytime.

Add Charge Anytime to any OVO plan for free and our app makes sure you always recharge your vehicle at the greenest times. Smart charge at a super-low rate, with no restrictions on when you charge.

To find out more, visit ovoenergy.com/electric-cars/smart-charger

Download the OVO Energy app – it's the perfect partner to your IHD.

Once your meter's up and running, head over to ovoenergy.com/ovo-app – or scan the QR code here – and download the OVO Energy app. You'll then be able to contact us, keep an eye on your energy use and pay your bills from anywhere, with just a few taps.





Checklist.

- IHD offered.
- IHD demonstrated.
- IHD connected to WiFi.
- Energy Efficiency Advice (EEA) offered.
- Tailored Energy Efficiency Advice.

Final meter reading from your old meter:

I've received my tailored Energy Efficiency Advice.
Customer signature:

