Making your smart meter work for you.

Smarter thinking.
Lower bills.

Your essential guide to saving energy at home.

From the ins and outs of your smart meter and In-Home Display (IHD), to energy-saving tips for your home, it's all here.

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.

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

Your IHD is:

- L&G IHD3
- Aclara IHD3
- IHD6
- GEO Trio II IHD

Your smart meter is:

- Aclara Meter
- EDMI Meter
- Elster Meter
- L&G Meter
- Kaifa Meter

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First things first, let's get to know your In-Home Display.

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 or heater could help you save on your next bill. Place your IHD somewhere visible so 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.**

Over the next few pages, we'll show the ins and outs of your IHD features. Just check which model you have and get clued up.

Ready to get started? Just plug in and go.

Simply plug in your IHD, press and hold the button on the back, then follow the on-screen 'Tutorial'. You can replay this as often as you wish (press OK or MENU followed by the right arrow and select 'Tutorial').

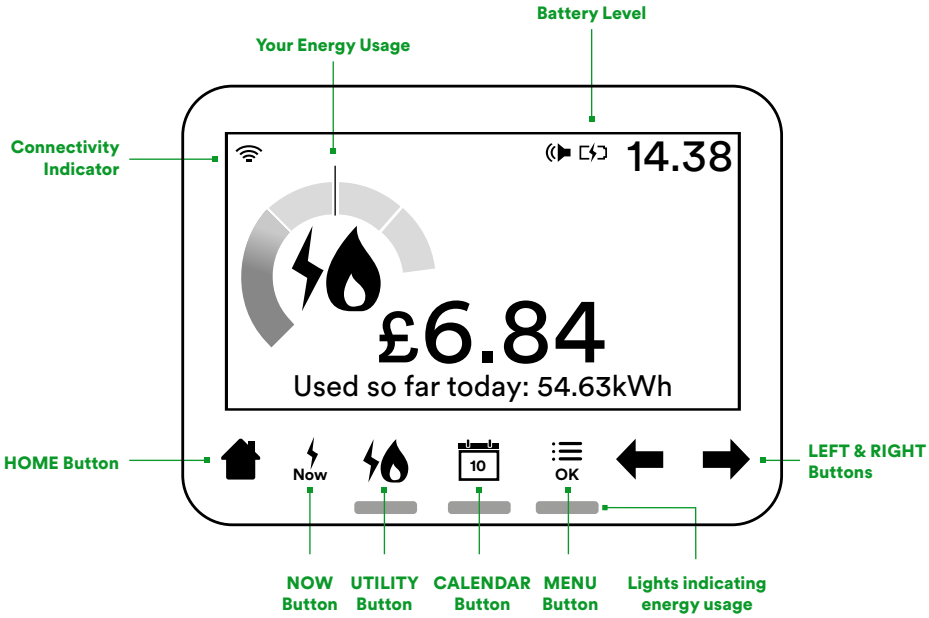
If you'd like the screen to dim or switch off at certain times, press OK or MENU and scroll to 'Settings.'

We're with you for the long term
Your smart meter is just the beginning.

Every smart decision you make to manage your energy boosts our commitment to a sustainable future. So by taking control of your energy use you won't just be saving money. You'll also be helping to cut our collective carbon footprint as we work together along the Path to Zero.

We're here for you
Get inspiration, advice and support whenever you need, on the OVO Energy Top-up app, online or over the phone. And keep this guide somewhere safe as a handy reference.

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



The buttons on the front of your IHD make it easy to use your display and find out how much, when, and where you are using energy in your home.

HOME Button
The HOME button returns you to the home screen at any time and shows your energy use so far today. You can also see your remaining balance here.

NOW Button
Press NOW to see how much electricity you are using right now.

UTILITY Button
The UTILITY button allows you to see your gas, electricity, or combined fuel use. The lights at the bottom of the device will display green, amber or red, dependent on your current use.

CALENDAR Button
Use the CALENDAR button and left and right arrows to see your energy use so far today, this week, this month, or this year.

OK or MENU Button
The OK or MENU button allows you to access the settings of your IHD including budget, screen settings such as brightness, and language. Use the arrows to navigate through the menu followed by OK to confirm your selection.

Connecting the power supply.

- Plug your IHD into the mains and press and hold the button on the back to turn it on.
- During your IHD installation, you'll be able to watch a tutorial that demonstrates how to use your display. To watch this again, press the OK or MENU button, followed by the right arrow. When you see 'Tutorial', press OK to watch.
- You should always leave your IHD connected to the power supply.
- You can configure the screen on the IHD to dim or switch off at certain times of the day (press OK or MENU and scroll to 'Settings').
- The power supply has been designed exclusively for the IHD and must not be used with other devices.

Using your IHD.

How to enter a top-up code:

- Tap OK or MENU.
- Press the right arrow to go to the next page.
- Tap OK on ‘Apply top-up’.
- Your current balance will be displayed.
- Select ‘Electricity’ or ‘Gas’.
- Enter your top-up code using the right arrow to scroll through the numbers 0-9. Press OK to select each number. Use the left arrow if you need to go back and change a digit.
- To complete the top up, press OK.

How to view your tariff information:

- Tap OK or MENU.
- Press the right arrow to go to the next page.
- Tap OK on ‘Account Information’.
- Use the right and left arrows to view the available account information.

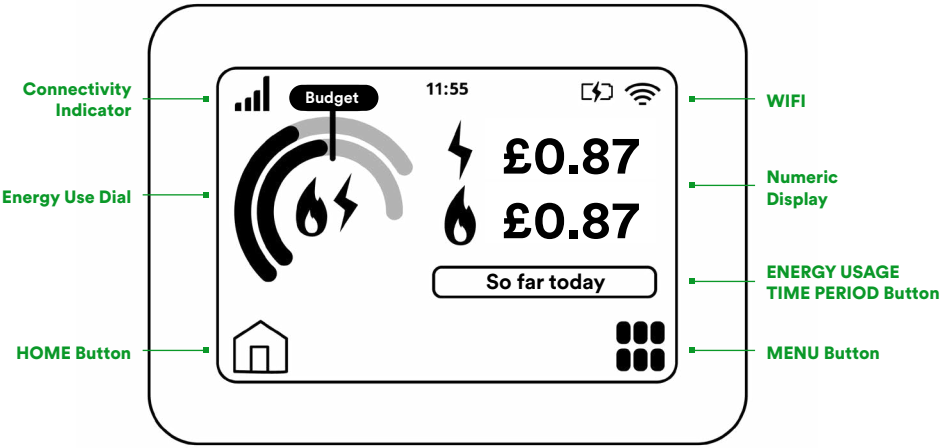
How to set a budget:

- 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 fuel type and the CALENDAR button to choose the time period.
- Use the arrows to set your budget.
- Tap OK to complete.

How to view your debt screens:

- Tap OK or MENU.
- Press the right arrow to go to the next page.
- Tap OK on ‘Debts’.

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



MENU Button
Tap to explore all these options.

HOME Button
The HOME button returns you to the home screen at any time, which shows how much energy you've used today, in £ and p. Tap on the amounts to see your energy use in kWh.

SO FAR TODAY Button
Tap this to switch between daily, weekly, monthly, or yearly energy use.
If you've set a budget (see opposite page), the graph above shows your energy use compared to your budget.

ENERGY USAGE TIME PERIOD Button
Tap this to check how much energy you're currently using.

Using your IHD:
Your display lets you see how much energy you've used daily, weekly, monthly or in real time.

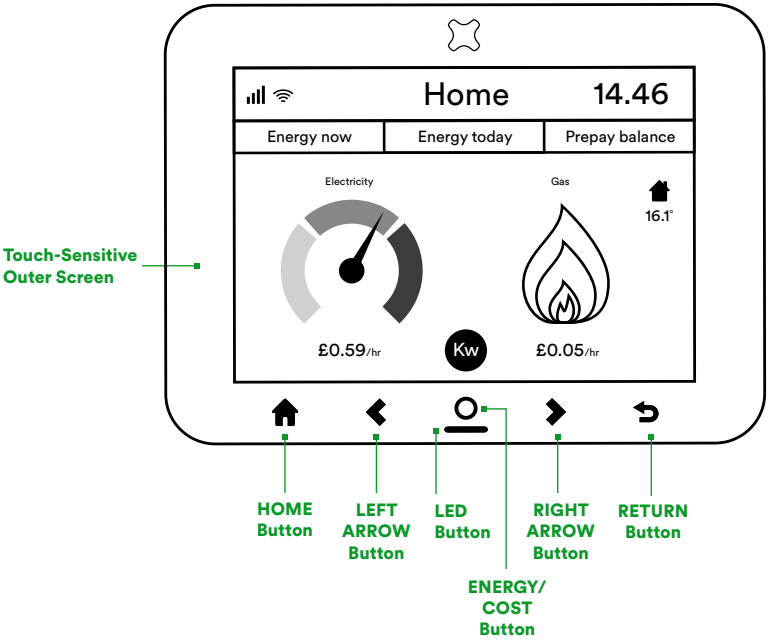
Power information:
- You should only use your IHD charger to power the unit. Using any other type could damage it.
- When unplugged, the battery of your IHD will last for about four hours.
- Your IHD will take about three hours to fully charge.
- You can view the current battery percentage in the top right corner of the display.

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 enter a top-up code:
- Tap 'Menu', then tap 'Top-up'.
- Your current balance will be displayed.
- Choose the fuel type you would like to top up and press OK.
- Use the keypad to enter your top-up code.
- To delete a digit, use the DELETE button.
- To complete the top up, press OK.

How to set an energy budget:
- Tap 'Menu', then tap 'Budget option'.
- Choose the fuel type budget you'd like to adjust.
- Tap 'Change'.
- Use the arrows to increase or reduce your budget.
- Tap 'Time period' to choose how long you want to set the budget for (daily, weekly or monthly).
- Tap 'Set' if you're happy with your budget.
- Tap 'OK' to save your settings.

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



How to see your energy use on your IHD:
Press HOME to enter
Press to enter the menu while on the home screen. Press to return to the home screen.

LEFT & 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).
It displays 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.

Using your GEO Trio II IHD

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

How to enter a top-up code:
- While on the home screen, press the HOME button to enter the menu.
- Use the LEFT and RIGHT Arrow Buttons to scroll to the 'Prepay' tab and press O.
- Scroll to 'Top-up' and press O.
- Enter the top-up code using the left and right arrow buttons to scroll through the numbers, and press the O button to confirm.
- Scroll to the 'Tick' icon and press O.

How to check your tariff:
- While on the home screen, press the HOME button to enter the menu.
- Use the left and right arrow buttons to scroll to 'Tariffs' tab and press O.
- Select your desired fuel type (e.g. gas) and press O.
- Your current tariff and daily standing charge will be displayed.

Introduction to Pay As You Go.

A simple way to stay in control of your energy.

Pay As You Go lets you keep an eye on your credit, as you use it. Then top up when you need to, anytime, anywhere – with our OVO Energy Top-up app, online, or by visiting a local PayPoint or Payzone shop, or Post Office.

Your clever smart meter is a key part of your energy-saving toolkit, too. See how much energy you're using, how much it costs, and spot where you might be able to make savings.

Read on to find out more about the essentials. Like topping up, using emergency credit, and getting help when you need it. We'll show you how to get the most out of your smart meter and make your home more energy efficient.

The advantages of Pay As You Go:

- You pay in advance, so you know exactly how much you're spending on your energy.
- You can top up by as little as £1 from your mobile using the OVO Energy Top-up app.
- You can also top up by visiting PayPoint or Payzone shops, or Post Offices.
- You have access to emergency credit on your meter(s), to help keep you going until you can top up again.

The disadvantages of Pay As You Go:

- You need to regularly check your credit and keep your meter(s) topped up.
- If you're using more energy than usual, you can't spread the costs over time.
- If your credit goes below £0, you might lose power until you can top up again – but we're here to support you and stop this from happening.

The OVO Energy Top-up app – it's the perfect partner to your IHD.

To add credit anytime, anywhere, download the OVO Energy Top-up app from the Apple App Store, Google Play, or by scanning the QR code. You'll need to use your top-up card number – this is the 20-digit number on your gas or electricity Pay As You Go top-up card that we sent you. The app also lets you track all your top ups and save bank cards, to make things easier.

Making sure Pay As You Go is right for you.

If you need power 100% of the time:
Do you rely on a constant electricity supply for medical equipment in your home? If so, please tell us straight away. If there's any other reason you feel it won't be safe for you to use Pay As You Go, please let us know – we're here to help.

If you can't get to your meter easily:
Your meter should be in a place where you can easily reach it. If it's not, please let us know.

If you'd like to switch energy suppliers:
We hope you enjoy being an OVO customer, but if you'd like to switch, no problem. Just so you know, if you have a debt of over £20, you'll need to pay it off before you move. Or you can ask your new supplier to take over the debt (up to £500 for each fuel). This is called the Debt Assignment Protocol. Please get in touch if you're worried about anything or you're struggling financially.

Get in touch.

If you need to talk to us about anything, it's quick and easy to chat with us online at **help.ovoenergy.com/payasyougo** or call us on **0330 175 9669**

OVO Energy is a signatory of the Ofgem-approved Consolidated Metering Code of Practice (COMCoP). For more info, visit **ovoenergy.com/help/article/smart-meter-code-of-practice**. Smart meters let you track your energy use, and they send data to us here at OVO Energy too.
This helps us keep your meter in good working order and know that you're being charged correctly. For everything you need to know about the data we collect from your smart meter,how we keep this data safe, and your rights, read our data guide at **ovoenergy.com/privacy-policy**

All about credit.

This is where you can find out about the basics: how to top up, what to do if you lose power, and how to activate emergency credit. You can also find out where to go for help, as well as how to get support if you ever struggle to pay for your top ups.

4 easy ways to top up your meter:
You can add credit to your meter, topping up anything between £1 and £200 at a time. Got electricity and gas meters? You'll need to add credit to each one separately.

1. OVO Energy Top-up app
Download the OVO Energy Top-up app from the Apple App Store or Google Play to add credit anytime, anywhere. You'll need to use your top-up card number – this is the 20-digit number on your gas or electricity Pay As You Go top-up card that we sent you. The app also lets you track all your top ups and save bank cards to make the process easier. For more information visit **ovoenergy.com/help/article/top-up-on-the-app**

2. Top up in store
You can top up at any PayPoint or Payzone shop, or Post Office. Just show them your top-up card numbers or the barcodes in your OVO Energy Top-up app.
To find your nearest store, visit **ovoenergy.com/help/article/topping-up-my-meter** and pop in your postcode.

3. Top up online
Make payments online at **ovoenergypayments.paypoint.com/energy**

4. Top up by phone
You can also top up over the phone. Just give us a call on **0330 175 9669** and select option 1.

What to do if your top up isn't showing on your meter:
Occasionally, it can take a little while for your credit to show on your meter. If it takes longer than 40 minutes, or you need it straightaway, you can try adding the credit to the meter yourself. You need to use the 20-digit 'VEND' code you get when you top up. You can find this on the OVO Energy Top-up app, on your email receipts or PayPoint, Payzone or Post Office receipts.

The process for topping up differs between smart meter models.
Take a look through the following pages to find out how yours works.

Topping up your meter.

How to add credit yourself to your electricity meter:

- Press the A button until you see ENTER TOP UP CODE, then press and hold A to enter.
- Use A to cycle through digits and B to move to the next digit.
- When you've finished entering your 'VEND' top-up code, hold B. If it's successful, the meter will show TOP UP ACCEPTED. If you see INVALID, try entering the code again and check you entered it correctly.

How to add credit yourself to your gas meter:

- Press C on your gas meter to enter the menu.
- Scroll with the A and B buttons to PREPAYMENT and press C to enter.
- Scroll to NEW PAYMENT and press C to enter, then use A and B to select digits.
- When you've finished entering your 'VEND' top-up code, press C If it's successful, your meter will start reconnecting.

If you're still having trouble, please get in touch and we'll help you. Head to **help.ovoenergy.com/payasyougo** and click on the green chat icon in the bottom right of your screen.

Using the emergency credit on your electricity meter.

If emergency credit is available, you'll see EMC AVAILABLE. Press B to activate it (or A to cancel). The EC icon near the bottom right-hand corner of the screen tells you emergency credit is active.

If you activate it, you can press A to cycle through the screens for your balance. You have two balances:

- The first shows how much credit you have left.
- The second shows how much you've borrowed, for example: EMERGENCY CREDIT INVOKED – £5.

Using the emergency credit on your gas meter.

Wake up the meter screen by pressing any button. If emergency credit is available, you'll see an EC icon next to the signal bars.

- Press C to enter the menu, then B to scroll down to the PREPAYMENT menu – and C to enter.
- Press B to scroll down to the EMERG. CREDIT option, then C to enter.
- Press C to accept the emergency credit, if you see AVAILABLE.
- Your meter should beep and say IN-USE – this means your emergency credit is active.

To see your emergency credit balance, go through the same menu options. First, you'll see the amount you have you borrowed, followed by how much is left.

How to get your power back on.

You can do this by going online at **ovoenergypayments.paypoint.com/energy**, by using the OVO Energy Top-up app, or by visiting a local PayPoint or Payzone shop, or Post Office.

Getting your electricity back on:
Once you've topped up, go to your meter and press and hold the A and B buttons for up to 10 seconds. You should hear a click when the power supply is back on.

Getting your gas back on:
Once you've topped up, make sure all gas appliances are switched off for safety. Then press any button on your gas meter to reconnect. Your meter will run safety checks, then in a few moments, your power will return.

How to check your rates on your electricity meter:
- Press the A button repeatedly to scroll through lots of information, including your standing charge and unit rate.

How to check debt information on your electricity meter:
- Press the A button until you see Time Based Debts.
- Press and hold the A button to see the total debt.
- Tap B to see your daily debt repayment rate.

How to check your rates on your gas meter:
- Press the C button to enter the main menu.
- Press B to scroll down to STATUS, then press C to enter the status menu.
- Press the B button to scroll down to CURRENT STATUS then select it with C to access your standing charge and unit rate.

How to check debt information on your gas meter:
- Press the C button for the main menu.
- Press B to scroll down to PREPAYMENT and press C to enter that menu.
- Press B to scroll down to DEBT and then C to select it. This shows your total debt and your debt recovery rate.

What to do if your meter isn't working properly:
- Call us on **0330 175 9669** and we'll arrange an appointment to get it fixed.

Topping up your meter.

How to add credit yourself to your electricity meter:

- First, press the bottom button to light up the display screen.
- Keep pressing the bottom button until you see Prepayment.
- Press the top button, and you'll see Enter UTRN on the screen.
- Press the top button and then enter your 'VEND' top-up code using the bottom button to cycle through digits, and the top button to confirm it. (Pressing the top button again moves you to the next digit.)
- When you've finished entering all 20 digits, press and hold the top button.
- The meter will show Top-Up Accepted.

How to add credit yourself to your gas meter:

- Press the right button until you see UTRN Entry on the screen.
- Press the middle button.
- Enter the 'VEND' top-up code using the left and right buttons to cycle through the digits and the middle button to move onto the next digit.
- When you've finished entering all 20 digits, press and hold the middle button.
- The meter will show UTRN OK.

If you're still having trouble, please get in touch and we'll help you. Head to **help.ovoenergy.com/payasyougo** and click on the green chat icon in the bottom right of your screen.

Using the emergency credit on your electricity meter:
If emergency credit is available, you'll see EC in the top right-hand corner of the screen. To use it:

- Press the top button to enter the main menu.
- Press the bottom button until you see Prepayment on the screen.
- Press the top button followed by the bottom button until you see Financial.
- Press the top button for your current balance, and then press the bottom button to see EC: Available.
- Press the top button twice to accept the emergency credit.

Using the emergency credit on your gas meter:

- If emergency credit is available, press the right button until you see Supplier information on the screen.
- Press the middle button, and you'll see Emergency Credit Available.
- Press the middle button again to activate it, and the screen will show Accepted.

How to get your power back on.

To get your power back on, first you'll need to top up. You can do this by using the OVO Energy Top-up app, going online at **ovoenergypayments.paypoint.com/energy** or visiting a local PayPoint or Payzone shop, or Post Office.

Getting your electricity back on:
Once you've topped up:

- Press the bottom button on your meter to bring up the main menu.
- Keep pressing the bottom button until you reach Supply, then press the top button.
- Press and hold the top and bottom buttons together until the meter makes a clicking noise.
- Supply State Enabled will show on the screen and your electricity will come back on.

Getting your gas back on:
Once you've topped up:

- Make sure all gas appliances are switched off for safety.
- Press the middle button on your meter.
- Press and hold the middle button until you see Please wait on the screen.
- A countdown timer will appear – once this has finished, you'll see Gas flow check successful and your supply will come back on.

How to check your rates on your electricity meter:

- Press the bottom button to bring up the main menu.
- Keep pressing the bottom button to cycle through the options until you get to Account, then press the top button to select it.
- Press the bottom button to cycle through the options, including your standing charge and unit rate (Act Price), and use the top button to select an option.

How to check debt information on your electricity meter:

- Press the bottom button to bring up the main menu.
- Keep pressing the bottom button to cycle through options until you reach Prepayment, and press the top button to select it.
- Press the bottom button until you see Debts, then press the top button.
- Press the bottom button until you get to Debt to clear.

How to check your rates on your gas meter:

- Press the right button until you see Supplier information, then press the middle button.
- Press the right button until you get to Tariff information, then press the middle button.
- Keep pressing the right button to cycle through the different options, including your prices, and how much gas you've used.

How to check debt information on your gas meter:

- Press the right button until you see Supplier information, then press the middle button.
- Press the right button until you get to Debt information, then press the middle button.

How to check debt information on your gas meter:

- Press the right button until you see Supplier information, then press the middle button.
- Press the right button until you get to Debit information, then press the middle button.

What to do if your meter isn't working properly:

- Call us on **0330 175 9669** and we'll arrange an appointment to get it fixed.

Topping up your meter.

How to add credit yourself to your electricity meter:

- Press the A button for the main menu.
- Press A twice for the Add Credit screen.
- Press the B button for the Top-Up Code Entry screen.
- Enter your 'VEND' top-up code, using the A button to cycle through digits and B to move to the next digit or to scroll through the numbers if you've made a mistake.
- When you've finished entering all 20 digits, press and hold B.
- The meter will show your top-up amount and Accepted.

How to add credit yourself to your gas meter:

- Press the A button for the main menu.
- Press A twice for the Accept Credit Entry screen.
- Press the B button for the Vend Code Entry screen.
- Enter the 'VEND' top-up code, using the A button to cycle through digits and B to move to the next digit or to scroll through the numbers if you've made a mistake.
- When you've finished entering all 20 digits, press and hold B.
- The meter will show your top-up amount and Accepted.

Using the emergency credit on your electricity meter:

If emergency credit is available, you'll see Credit EmCr on your meter.
To use it:

- Press B, and then press B again to accept.
- The screen will then show EmCr Accepted and the amount of credit.

Using the emergency credit on your gas meter:

If emergency credit is available, you'll see EmCr Available on your meter.
To use it:

- Press A twice.
- Press A again to accept, then B to confirm.
- To see your emergency credit balance, go through the same menu options. First, you'll see the amount you have borrowed, followed by how much is left.

Still having trouble?

Head to **help.ovoenergy.com/payasyougo** and click on the green chat icon in the bottom right of your screen for help.

How to get your power back on.

To get your power back on, first you'll need to top up. You can do this by going online at **ovoenergypayments.paypoint.com/energy**, by using the OVO Energy Top-up app, or by visiting a local PayPoint or Payzone shop, or Post Office.

Getting your electricity back on:
Once you've topped up:

- Press A to bring up the main menu.
- Press A again, followed by B.
- Press and hold B to switch your supply back on.

Getting your gas back on:
Once you've topped up:

- Make sure all gas appliances are switched off for safety.
- Press the B button on your meter twice.
- Press A to confirm all your gas appliances are off, then hold down A until it says Release A For Gas.

How to check your rates on your electricity meter:

- Press the A button repeatedly to scroll through lots of information, including your standing charge and unit rate.

How to check debt information on your electricity meter:

- Press the A button to bring up the main menu, then hold A to go to the credit screen.
- Keep pressing A until you see DEBT REMAINING with the amount left to pay off.

How to check your rates on your gas meter:

- Press the A button to bring up the main menu.
- Press and hold A to access the prepayment menu.
- Keep pressing A to scroll through details including your prices and standing charge.

How to check debt information on your gas meter:

- Press A for the main menu.
- Press and hold A to access the prepayment menu.
- Keep pressing A to scroll through details including the remaining debt and daily debt repayment rate.

What to do if your meter isn't working properly:

- Call us on **0330 175 9669** and we'll arrange an appointment to get it fixed.

Topping up your meter.

Using your smart Pay As You Go meter:

- The meter has two buttons. The up arrow is K1 and the down arrow is K2.
- Navigate the menu by pressing K1, then use K2 to move to the next option or K1 to move to the previous option.
- To enter a menu, press and hold K1.
- To return to the previous menu, highlight RETURN then press and hold K1.

How to add credit yourself to your electricity meter:

- On the Top-Up menu, you'll see INPUT UTRN on the screen.
- Below this you will see a ^ symbol, which shows the current position.
- Use the K1 and K2 buttons to enter the 20-digit code (short press K1 to increase the number until it gets to 9 before returning to 0).

Example

If the first digit of your Top-Up code (UTRN) is 6, you'll need to press the K1 button 6 times, then press the K2 button to move onto the digit to the right. Once you have entered all 20 digits, press and hold K2 to submit.

Using the emergency credit on your electricity meter:

- Emergency credit becomes available when your balance drops below £2.00.
- When emergency credit is available, press and hold K1 (^) to activate it.

Please note: if you don't add credit in time, you could lose power when your balance reaches £0.

How to get your power back on.

To get your power back on, first you'll need to top up. You can do this by using the OVO Energy Top-up app, going online at **ovoenergypayments.paypoint.com/energy** or by visiting a local PayPoint or Payzone shop, or Post Office.

Once your meter is back in credit, you'll need to re-activate the supply
Here's how:

- Make sure you have topped up by the minimum top up amount.
- You'll see the message DISCONNECTED.
- Press any button to reconnect.
- You may see a message asking PLEASE CONFIRM IT IS SAFE BEFORE CLOSING THE SWITCH YES/NO. If you see this, press and hold K2 to reconnect the supply.

How to check debt information on your electricity meter:

- When you first activate the display on your meter, it should cycle between Time, Date, Meter Balance and Load Limit Status.
- To view meter debt balance via the menu, press K1.
- Select PERSONAL DATA and long press K1. This will show you the meter Payment Mode.
- Press K2 to move to the 6th item, which is your meter debt balance.
- You can also see your recovery rate by pressing K2 once more.

How to view your balance on your electricity meter:

- When you first activate the display on your meter, it should cycle between Time, Date, Meter Balance and Load Limit Status.
- To view meter balance via the menu, press K1.
- Select PERSONAL DATA and long press K1. This will show you the meter Payment Mode.
- Press K2 to move to the next item, which is your meter balance.

What to do if your meter isn't working properly:

- Call us on **0330 175 9669** and we'll arrange an appointment to get it fixed.

What happens if you run out of credit?

Your meter(s) will warn you when your balance is running low.
Please note: if you don't add credit in time, you could lose power when your balance reaches £0.

If this ever happens, each meter has an amount of credit to keep you going in emergencies, or until you can next top up. When your credit falls below £2, your meter will show either 'EMC AVAILABLE' (emergency credit available) or 'EmCr Available'.

How to activate your emergency credit:
You can activate emergency credit on each of your electricity and gas meters. You can do this separately for each meter. If you're able to, make sure you top up before your emergency credit runs out. It'll need to be paid back before it can be used again.

We never want you to be left without power. So please get in touch if the emergency credit isn't enough or you can't afford to top up. We'll be able to help. Chat with us online at **help.ovoenergy.com/payasyougo**

What happens if your emergency credit runs out:
If you haven't been able to top up before the emergency credit runs out, we can lend you some credit and you can pay it back later.
Chat with us at **help.ovoenergy.com/payasyougo**

How to pay back any credit you borrowed:
If you use the emergency credit, you'll need to pay it back in full, from your next top-up. So please make sure you buy enough credit to pay back the emergency credit, and still have some left for you to use for energy.

If we lend you some Additional Support Credit when you contact us, we'll agree how you'll pay it back at the time. We can spread the cost and you won't need to pay it back in one go. You can pay it off gradually through your meter, a little bit at a time. This is done with a daily repayment rate, where a set amount is taken from your credit each day.

If the daily repayment rate is ever set too high, please get in touch at **help.ovoenergy.com/payasyougo**

We're here to support you and we'll always find a repayment plan that works for you. Once you've repaid the credit we lent you, your meter will automatically stop taking the daily repayments. You'll just pay for the energy you use from then on.

Times when your power stays on – even if you run out of credit:
At certain times of the day you won't lose power, even if you run out of credit and emergency credit. This is called your 'non-disconnect hours'.

Your energy will stay on at these times:

- Monday to Friday, from 6pm till 9am the next day.
- Saturday from 4pm until 9am on Monday.
- All day on Easter Sunday, 25 and 26 December, and 1 January.

This protects you so that you'll never lose power when PayPoint, Payzone shops or the Post Office might be closed. Though you can top up with the OVO Energy Top-up app any time of night or day.

How debt recovery works.

If we have to install a prepayment meter due to unpaid energy costs, a £30 credit will be added to it. This will give you time to top up the meter so you're not without energy.

We'll add this £30 to your debt balance, to be repaid via the meter. Each meter will attempt to recover 1/7 of the debt each day, around midnight. So, for example, with a £7 weekly debt, the meter will deduct £1 daily.

We know circumstances can change. So, if you feel it's unsafe for you to operate a prepayment meter, please call us on the number below.

Once any balance on your meter(s) has been cleared, you might want to consider if paying monthly is more suitable for you. Just to let you know, we might need to do a credit check, or you may need to give a security deposit before you can make the switch. To find out more, call us on **0330 175 9669.**

Remember...

If you've run out of credit, you need to top up before the 'non-disconnect hours' are over to avoid losing power. You'll also need to top up to cover the energy you've used during the 'non-disconnect hours'.

Help with paying for top ups.

If you're ever struggling to pay for top ups and your emergency credit has run out, please get in touch. We'll do all we can to help. We may be able to lend you more credit too. Head to **help.ovoenergy.com/payasyougo** to chat with us online. Here are some of the other ways you can get support – from us and other organisations.

The Warm Home Discount
If you're on a low income or receive pension credit, there's help available over winter – when energy costs are higher. The Warm Home Discount Scheme is a one-off payment, which goes towards your energy costs during the colder months. Apply at **ovoenergy.com/warm-home-discount**

The Government will send letters between October and December. If you think you're eligible and haven't heard anything or if you've received a letter asking you to contact them with more information, call the Government Warm Home Discount helpline on **0800 030 9322**, Monday to Friday, 8am to 6pm.

The Priority Services Register
This is available to anyone who might need help managing their energy. It's completely free and confidential. Visit **ovoenergy.com/help/priority-services-register** to see if you qualify and to sign up.

Citizens Advice
For advice and information on debt, visit your local Citizens Advice branch or one of their websites:

- England and Wales – **citizensadvice.org.uk**
- Scotland – **cas.org.uk**
- Northern Ireland – **adviceni.net/advice/debt**
- Adviceline (England): **0800 144 8848**
- Advicelink (Wales): **0800 702 2020**

National Debtline
If you live in England, Wales, or Scotland, you can call **0808 808 4000** or visit **nationaldebtline.org** for debt advice.

StepChange Debt Charity
For free debt advice in the UK, visit **stepchange.org** or call **0800 138 1111.**

The Centre for Sustainable Energy
They offer accurate and independent advice on how to cut carbon and save money on energy bills. You can call their helpline on **0800 408 6601**, email them at **ovo@cse.org.uk**, or visit **cse.org.uk** for more info.

Sending updates to your meter:
We'll send updates to your meter from time to time. Usually these are just system updates to keep your meter working properly, or sending new rates if there's a price change.

If there's an issue sending messages to your meter, then you could be on the wrong prices until we fix it. If you pay too much or too little, we'd send the difference to your meter as a credit, or a debt. This would be added to your balance or debt, to make sure you were charged the right amount for your energy.

Your savings journey starts here.

Your smart meter is your key to unlocking energy-savings tech and tips that will help you cut your energy costs and the UK's carbon footprint. Find out more at **ovoenergy.com/path-to-zero**

Smart innovations to help on the Path to Zero
Through your In-Home Display, you'll be able to check exactly how much energy your home's using and spot ways to save. Keep an eye out for discounted tech and services to make your home more energy efficient.

Tips to help cut carbon – and bills.

Because your smart meter tracks your real-time energy use in £ and p, it could help you make small changes to lower your energy use. So, you could cut your energy bills and your carbon emissions too. Try:

- Switch off lights and appliances when you're not using them.
- Keep your thermostat between 18°C and 21°C.
- In summer, stay cool by closing your blinds or curtains when it's sunny.
- Fully load your dishwasher or washing machine and use the eco setting.
- Make sure your boiler does its job well – if you can, get it serviced once a year.

For more tips and tricks visit:
ovoenergy.com/guides/energy-guides/how-efficient-is-my-home

Just in case...

Your IHD goes blank:
The chances are it simply needs charging. Plug it in, leave it to charge and then turn on again using the button on the back. Maybe the plug socket is the issue. It's worth trying a different one. If none of that works, call us on **0330 175 9669.**

You get an error message:
If the screen shows 'Waiting for data' or 'Connection lost', it could be out of range or unable to 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 175 9669.**

Your IHD keeps rebooting, or switching itself off:
We regularly update your IHD remotely and this occasionally disconnects the screen from the smart meter. It will 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 175 9669.**

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 OVO Energy Top-up 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 175 9669** Opening hours: Mon-Fri 8am to 8pm Sat-Sun 9am to 5pm

You may also find what you're looking for on our Help page at **ovoenergy.com/help** or from members of the OVO Forum at **forum.ovoenergy.com**

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

Energy efficiency.

Your tailored Energy Efficiency Advice.

Checklist.

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

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