



SMS

Leading the smart
energy revolution

Your smart meter installation guide

smsenergy.com 



In this guide:

-  COVID-19 safety measures
-  Pre-installation advice
-  General gas & electrical safety tips
-  How to use less energy
-  Help with your In-Home Display
-  Carbon monoxide awareness

Contents

Protecting engineers and customers from COVID-19	(p1)
A safe home is a smarter home	(p2)
– Pre-installation guide	
– Gas and Electrical safety tips	
How to use less energy	(p3)
Introducing your In-Home Display (IHD)	(p4)
A safety guide to Carbon Monoxide	(p6)

Protecting engineers and customers from COVID-19

WE ARE A
SIGNATORY
OF THE CODE
THE INSTITUTE OF ENGINEERS
CODE

Our COVID-19 commitment

As part of our commitment to upholding the highest health and safety standards, and in adherence to UK Government guidelines, all of our engineers have received mandatory COVID-19 training.

We have also conducted a comprehensive business risk assessment to put in place a number of stringent control measures to ensure our employees, our customers, and the general public are protected from virus transmission. These measures include providing our engineers with:

- ✓ **Personal Protection Equipment**
Including: mask; nitrile disposable gloves; safety glasses; disposable boot/shoe covers.
- ✓ **Social distancing guidelines**
- ✓ **Hygiene items**
Including: antibacterial wipes & sanitiser to wash hands thoroughly immediately before and after site visits.
- ✓ **Travel guidelines**
- ✓ **New & updated procedures**
Via method statements, risk assessments and e-learning modules to reduce risk.

IMPORTANT NOTICE

If you or any of your household are currently displaying **ANY** symptom of **COVID-19**, including a fever, please notify your engineer immediately.



In order to minimise the risk of COVID-19 transmission, it is essential that you and your engineer abide by the following health and safety guidelines during the installation process:



- ✓ At least 2m social distancing at all times
- ✓ No shaking hands or physical contact
- ✓ Customer to stay in another room, if possible
- ✓ Open window in installation area, if possible
- ✓ Engineer to wear face mask, gloves and PPE
- ✓ On completion of job, engineer to sign on your behalf instead of requesting electronic signature
- ✓ Engineer to wash hands before entering and when leaving your home with antibacterial gel



A safe home is a smarter home



To ensure your home is as safe as can be, please read our pre-installation guide and general gas and electrical safety tips below.

Pre-installation guide

As we replace the gas and electricity meters in your property with a smart meter, there will be a short interruption to your energy supply. However, we will do everything we can to minimise the disruption. In order to ensure your equipment is protected* during this change, you will need to:

- Switch off and unplug ALL electrical equipment
- Switch off ALL gas equipment
- Switch off the central heating boiler timer and supply
- Save and backup important computer data

Once our meter engineer has asked you to make these checks, he/she will turn off your electricity and gas supplies and commence your smart installation. Then, once the supply is restored, you should remember to reset electrical clocks and trip switches.

* SMS does not take any responsibility for equipment damaged if left switched on, or plugged in.

[▶ smsenergy.com/smarthomes](https://smsenergy.com/smarthomes)



Gas safety tips

- Have all gas appliances in your property safety checked annually by a **Gas Safe registered engineer** (Make sure you ask to see your engineer's Gas Safe register ID).
- Look out for **warning signs** that a gas appliance isn't working properly – lazy yellow flames, excessive condensation and black marks/stains.
- Get an audible **carbon monoxide (CO) alarm** installed.
- Use gas appliances for their **intended purpose** only.
- Provide enough **ventilation** for gas appliances to burn correctly and make sure no air vents or chimneys are blocked.
- If you believe you can smell gas, call the **Gas Emergency Line** on **0800 111 999** immediately.



Electrical safety tips

- **Switch off and unplug** electrical appliances before cleaning, adjusting or repairing them.
- If you need any electrical work completed in your home, always use a **registered electrician**.
- Don't use **adaptors** plugged into other adaptors, or overload adaptors, particularly with **high-current appliances** such as kettles, irons and heaters.
- Don't buy substandard adaptors.
- Make sure that the electrical equipment in your property is **well maintained**, and we recommend that periodically you use a registered electrician to check that it is safe.

How to use less energy



By making simple changes, you can make your home more energy efficient, helping reduce bills and lower your carbon footprint. Now that is smart!

Bathrooms

Reducing your shower time by one minute will reduce your bills. Further energy savings can be made by fitting tap inserts and aerating shower heads.

Bedrooms

Do you have spare rooms? Adjust your radiator controls so you don't heat rooms that are unused.

Kitchen

Make sure your washing machine always has a full load. Energy can be saved by using a 30°C wash.

Don't over-fill your kettle and only boil the water you need.

Don't keep water running whilst washing dishes.

Choose the eco setting on your dishwasher and ensure it is full before every wash.

Living Room

Turn off as many lights and appliances as possible when not using your living room. Further energy savings can be made by avoiding standby mode.

Insulation

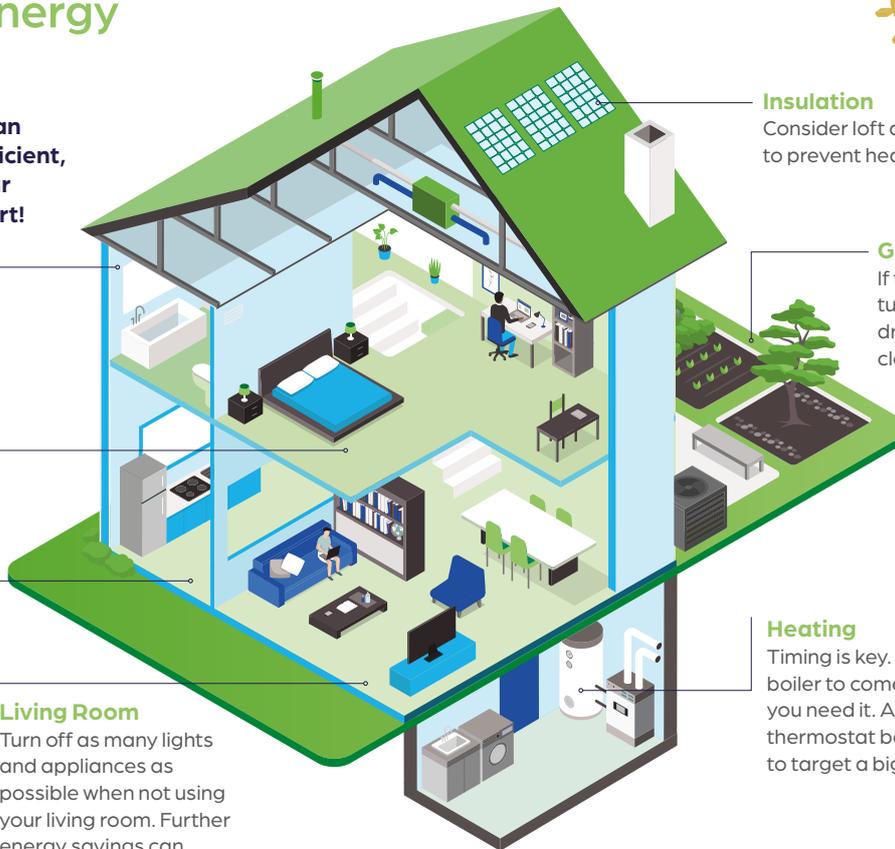
Consider loft and wall insulation to prevent heat leakage.

Garden

If the sun is shining turn off the tumble dryer and dry your clothes naturally.

Heating

Timing is key. Programme your boiler to come on only when you need it. Aim to keep your thermostat between 18°C – 21°C to target a big annual saving.



Introducing your In-Home Display (IHD)

Your IHD allows you to see when you use energy in your home. While your smart meters are busy collecting all your energy usage information, your IHD will display it all for you in an intuitive and easy to access display.

You can see the impact of any changes you make to help you become more energy efficient. It also helps you keep track of what you're spending, in pounds and pence.

Once your smart meters are up and running, your IHD will start displaying information about your usage. During installation we'll have helped you find a suitable location for your IHD, so you can access it easily.

It's really simple to get started, and you can start seeing your energy usage today.



Using your IHD

It's easy to customise your IHD. Press MENU/OK and toggle to Settings. You can choose to customise any or all of these options:



Set Budget

set a budget to help you stay on track with how much you spend



Key Tones

turn on or off



Screen Brightness

adjust higher or lower



Budget Alert

turn on or off



Night Mode

the device dims between midnight and 7am. You can turn this on or off



Language

choose English or Welsh



Low Credit Alert

turn on or off (prepayment customers only)



Clear Settings

clears all settings

Introducing your In-Home Display (IHD) *continued*



- A** Wireless signal strength — the signal strength between your IHD and your smart meter
- B** Budget indicator — the Budget Line indicates your personally set budget (see more in 'Setting a Budget')
- C** Fuel type — shows your fuel type — electricity, gas or both
- D** Energy usage dial — see your energy use at a glance: low (green), medium (orange) or high (red)
- E** On/off button — on the back of the display
- F** Time — current time in 24hr format
- G** Battery indicator — battery level and charging status
- H** Numeric display — see your energy usage and costs in numbers
- I** Text display — displays text feedback, messages and prompts
- J** Control buttons — control your IHD; view different information and functions
- K** Electricity now lights — see your electricity use right now as low (green), medium (orange) or high (red)

[smsenergy.com/smarthomes](https://www.smsenergy.com/smarthomes)

A safety guide to Carbon Monoxide

Carbon monoxide

Knowing the signs of carbon monoxide poisoning could save your life and the lives of those around you. We've listed a few things to look out for below that may indicate a presence of carbon monoxide:



Appliances

Soot, stains or discolouration near appliances like boilers, gas fires or water heaters



Gas flames

Yellow gas flames – gas flames should always burn blue



Blockages

Blocked air vents or chimneys – always ensure your home is properly ventilated and that your chimney is regularly swept

If you notice any of the above or you have any other concerns related to your gas appliances then you can find a Gas Safe Register engineer at gassaferegister.co.uk who'll check the safety of your appliances. It's important to have all your appliances checked and serviced every year.

SAFETY CONCERNS OR LOSS OF SUPPLY



If you are experiencing a loss of electricity or gas supply or have any safety concerns with your supplies, then please call your supplier, who will be able to help you further. If you can smell gas, call the emergency number below.

IF YOU BELIEVE
YOU CAN SMELL GAS,
CALL THE GAS
EMERGENCY LINE
IMMEDIATELY ON

0800 111 999

A safety guide to Carbon Monoxide continued

CO poisoning: understand the symptoms

If you experience unexplained symptoms listed below and they improve when you're away from your home, this could be a further indication of the presence of carbon monoxide (CO).



Headaches



Dizziness



Nausea



Breathlessness



Collapse



Loss of consciousness

Avoid the risks

There are precautions you can take to make your home safer:

- Get an audible carbon monoxide detector
- Have gas appliances regularly serviced by a Gas Safe Register engineer

▶ Visit gassaferegister.co.uk for more information and guidance about keeping your home gas safe.

TAKE ACTION



- Open windows
- Turn off gas appliances
- Leave the building and call the **GasEmergency Line immediately on 0800 111 999** (free of charge and open 24 hours)
- Seek medical help immediately
- Get a Gas Safe Registered engineer to check your appliances

IF YOU BELIEVE
YOU CAN SMELL GAS,
CALL THE GAS
EMERGENCY LINE
IMMEDIATELY ON

0800 111 999



Having read the information in this guide, you should now know:

- ✓ how to reduce the risk of COVID-19 transmission during installation
- ✓ how to keep your home safe from potential gas and electrical faults
- ✓ how to use less energy at home – enabling you to save money and reduce CO₂ emissions
- ✓ how to operate your smart meter's In-Home Display (IHD) unit
- ✓ how to tell the signs of carbon monoxide, and what to do if you detect its presence





SMS

Leading the smart
energy revolution

[smsenergy.com](https://www.smsenergy.com) 