



Your in-home display

See for yourself  
how easy it is to use

Quick user guide

# See your energy at a glance

Your in-home display shows the energy you use in pounds and pence. It's simple to use and because your meter readings are sent to us automatically, you won't need to submit a meter reading again.

## And that's not all

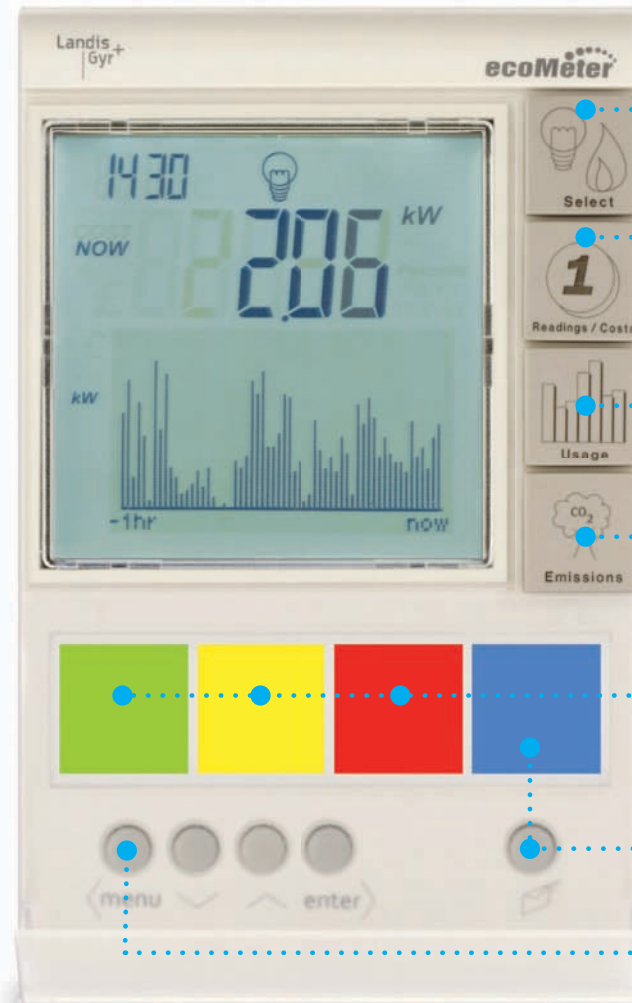
Not only does your in-home display show you the cost of the energy you're using, it also shows how much you're using, so you can compare over different time periods. Simply scroll through the different screens to see details of the electricity and gas you've used – this is measured in kilowatt hours (kWh). It will also show you the carbon emissions (CO<sub>2</sub>) your energy use has created.

Here's our number if you have any questions:

**0800 980 6121\***

Open Monday to Friday: 8am to 8pm,  
Saturday: 8am to 6pm

\*Your call may be recorded and/or monitored for quality assurance and compliance purposes.



## The controls

See the energy you're using by **fuel type**; the flame symbol means you're viewing gas and the bulb symbol means you're viewing electricity.

See the **cost** of the energy you're using. View the amount you're spending right now, over the last week, over the last 28 days or the last year. Your current meter reading will become visible when you press this button 3 times.

Easily compare your energy use over time. The **graphs** show your usage whether it's over the last week, 28 days or last year.

See your **carbon emissions** over different periods of time. Plus, you can press this button followed by the fuel type button to see your total emissions and how you've done your bit to help the planet.

**Traffic lights** make it easy to see how much electricity you're using. A red light means your home's energy usage is high. If it's green, then it's low.

When the blue light flashes we've sent you a **message** about your usage or bills. Simply pull down the flap and press the button under it to view.

Simply scroll through the **menu** buttons to change your in-home display settings, set target alerts and more.

## Some of the popular questions our customers have asked

**Q. Will my in-home display accurately reflect my energy tariff?**

A. Because of the way your tariff works there will be slight fluctuations in the energy costs shown per kilowatt over the course of each quarter. This is completely normal and is explained in your existing terms and conditions.

**Q. What do I do if my in-home display shows the message 'Cannot talk to meter'?**

A. Don't worry, simply move it closer to your electricity meter (not your gas meter) as this generates the signal.

**Q. How do I take a reading direct from my meters?**

A. You don't need to as meter readings are automatically sent to us every day. Your electricity meter reading is shown by default. Should you wish to read your gas meter manually, press the red button marked 'A' to switch on the meter display and then press 'A' once again.

**Q. How are my meter readings sent to British Gas?**

A. We record meter readings from your smart meter for each half hour of the day and these will be sent to us once every 24 hours automatically by SMS. We can turn these readings into useful information for you, including making sure your meter is working properly and correcting any faults. We can collect fewer readings from you if you'd prefer, just let us know.

**Q. If I unplug my in-home display will any data be lost?**

A. No. If your in-home display is unplugged it will automatically refresh the data when it is plugged in again.

For more information visit [britishgas.co.uk/smarthomes](https://britishgas.co.uk/smarthomes)