

# Your Smart Energy Monitor

A handy, quick-start guide



## Getting started

### Powering up

Connect the power supply to your monitor. It'll turn on automatically when you plug it into the mains. We recommend leaving it plugged in.

If you want to dim the screen or switch off the monitor at certain times of the day, go to 'Settings', then 'Display'.

### Setting up the app

To set up the app, start by switching on your monitor and connecting it to the Wi-Fi. Go to 'Status' and enter your Wi-Fi password. You can also use the WPS button on your router. Then follow the on-screen instructions.

Your app won't work unless your monitor is switched on and your Wi-Fi is connected.

### Using batteries

You can use three AAA non-rechargeable batteries in your monitor, but we don't include these. It's better to use the power supply – batteries will run down quickly and shouldn't be used for long periods of time.

### Connecting everything

When you turn on your monitor, it'll make a connection to your smart meter. This can take up to five minutes.

After the initial set up, it may take up to an hour for your gas usage to show on the screen.

After setting up your Smart Energy Monitor, you can:

- ✓ See how much gas and electricity you're using in near real time
- ✓ Tell the cost of your energy in pounds and pence
- ✓ Compare what you're using now with previous days, weeks or months
- ✓ With all this information at your fingertips, you'll know what to switch off or turn down to start saving.

All the information in this leaflet applies to our British Gas and Scottish Gas customers.

## Understanding the home screen display

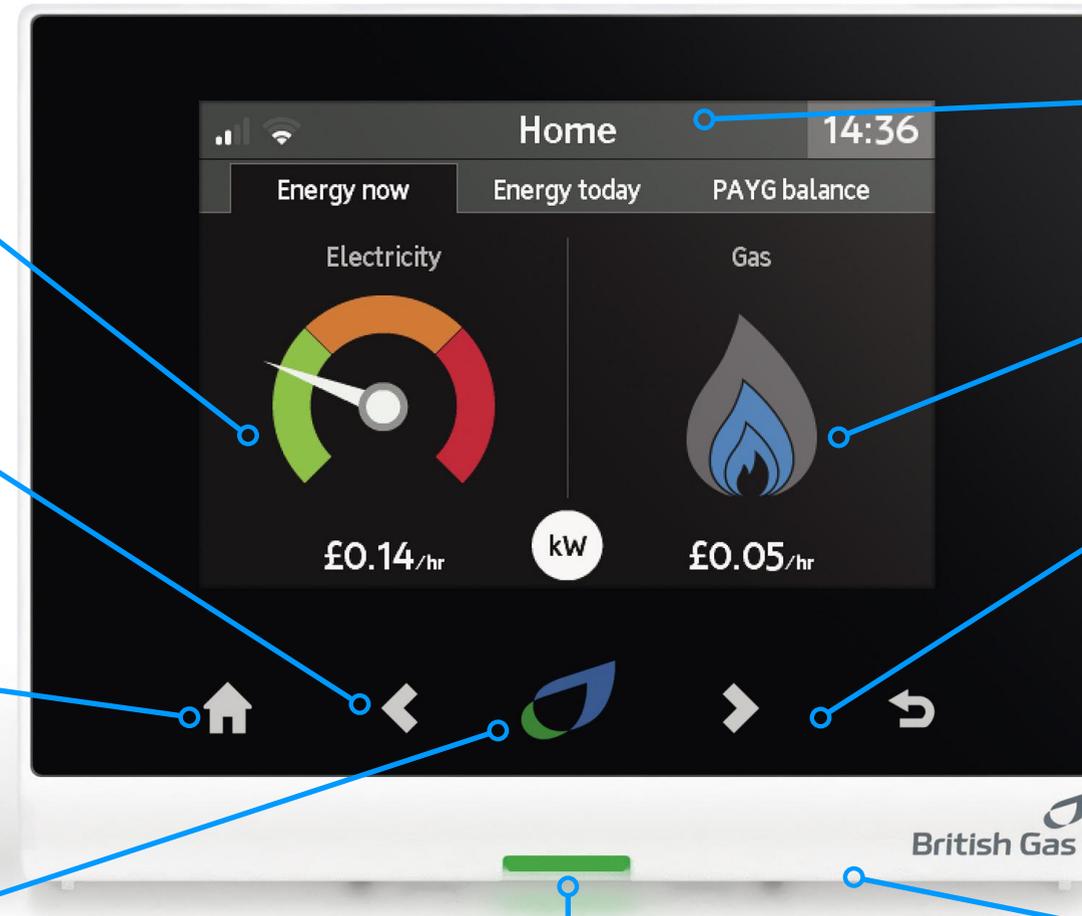
To the left of the screen, you'll see your current electricity usage. As you switch lights and appliances on and off, the dial will move to show how you're using energy – green for low, amber for medium and red for high.

For more details, go to the [electricity usage menu](#).

Use the buttons at the bottom of the screen to navigate.

Use the home button to flick between the home screen and other menu options.

Use the [flame button](#) to select menu options and to toggle between £ or kW. To see the rate of your energy consumption in cost per hour, select £. Or choose kW to see the rate of your energy usage.



At the top, you'll see the [title](#) of the screen and current time.

The [flame](#) shows the rate of your gas usage (normally over the last 30 minutes). To see your gas consumption history, go to '[Gas usage](#)'.

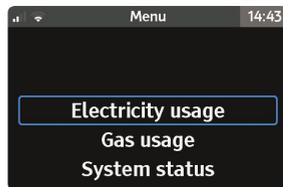
Use the [←](#) and [→](#) arrows to flick through the menu options. The [↶](#) button takes you back to the previous screen.

The '[illuminated button](#)' at the bottom of the monitor shows your electricity usage. Green is low, amber is medium and red is high. Blue is for gas only.  
\*Not available on all models.

Connect the [power supply](#) to the socket on the back of the monitor. Only use the power supply that came with your monitor.

## Knowing the menu options

To see the menu options, press the home button on your monitor. To return to the home screen, press the back (←) or home button again.



### Gas and electricity

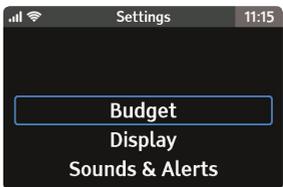
To see your gas and electricity usage today, tap the < and > arrows and select 'Energy today' on the home screen.

### System Status

To find out if your system is working as it should, select 'System Status' from the menu options.

### Settings

Select '**Settings**' to set your budget, change the display or personalise sounds and alerts



## Any questions?

You'll find lots of information at



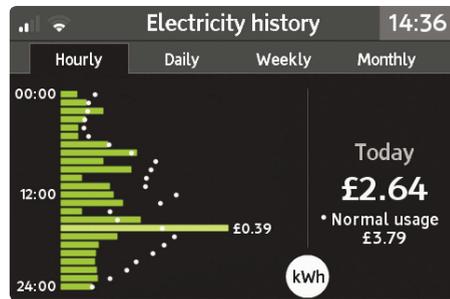
[britishgas.co.uk/help-and-support/](http://britishgas.co.uk/help-and-support/)

Or you can live chat with one of our friendly advisers.

Just click the chat button on our website or app.

## Gas and electricity

To see your energy use, press the home button and select 'Gas usage' or 'Electricity usage' from the menu.



### Hourly

On the first screen, you'll see your hourly energy usage for today. You can choose between energy (kWh) or cost (£). Simply press the flame button to change between them.

The lighter green row highlights the hour when you've used the most energy, with the total to the right. You can scroll up and down the rows to see your consumption for different hours.

Your monitor will memorise your normal use for each day of the week and show this in dots for every hour.

### Daily, weekly and monthly

These screens show your recent energy use over the past nine days, six weeks or 14 months. Today's usage will be at the bottom.

### Budget

To set a budget, go to **Home** > **Settings** > **Budget**. To see if your usage falls within your budget, go to **Home** > **Energy today**. If you've gone over your budget, you'll see this in red.

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## For Pay As You Go customers

Smart Pay As You Go is the new way of paying for your energy and keeping costs down. With more ways and places to pay, topping up is now easier than ever. You can pay:

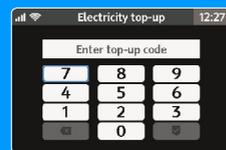
On our app

Online at home or when you're on the go, at local Payzone outlets or the Post Office

And with your Smart Energy Monitor right in front of you, it's quick and easy to keep an eye on your credit, energy use and costs.

### Entering your top-up code on your monitor

Go to the main menu and use the < and > arrows to select the PAYG option. Then use the < and > arrows to go to top-up and choose the fuel you'd like to top up. Press the flame button to confirm your choice and enter your top-up code. Finally, tap ✓ and you'll see a notification that your top-up was successful.



### Entering your top-up code on your meters

#### For electricity meters:

- ✓ Press the **A** until you see 'add credit'
- ✓ Press **B** to enter the top-up code
- ✓ Use **A** to enter the code and
- ✓ **B** to move forward
- ✓ Press and hold **B** to submit the code

#### For gas meters:

- ✓ Press **A** to wake the screen
- ✓ Press **A** twice until you see 'Credit entry'
- ✓ Press **A** to enter the code and
- ✓ **B** to move forward
- ✓ Press and hold **B** to submit the code

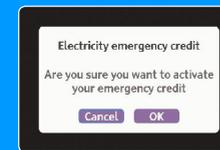
### Checking outstanding debt

Go to the main menu, use the < and > arrows to scroll to the debt option and press the flame button. Choose electricity or gas to see your total outstanding balance for that fuel type. You'll also see your agreed weekly repayment plan.



### Accessing emergency credit

Go to the main menu and use the < and > arrows to select the PAYG option. Then select '**Activate emergency credit**'. You'll see the gas or electricity in white if you have the option to use emergency credit.



Select '**OK**' to activate your emergency credit or '**Cancel**' to go back to the PAYG menu.

### Disconnected? Here's how to get reconnected

Top up in your usual way, but remember to include enough money to repay the emergency credit for energy you may have used.

#### To restore gas supply:

**Switch off** all your gas appliances  
Press **B** on your gas meter  
Press and hold **A** until you hear the supply come on.

#### To restore electricity supply:

Look at the meter reading screen on your electricity meter  
Press **A** twice  
Press **B** to restore the electricity supply

If you have batteries in your Smart Energy Monitor, you can restore your electricity supply from there. Go to the main menu and use the < and > arrows to select PAYG. Select '**Enable supply**' then select '**OK**'. Your supply will immediately be restored.

## Need more help?

For more helpful hints and tips on using your Smart Energy Monitor, go to [britishgas.co.uk/yourmonitor](http://britishgas.co.uk/yourmonitor)

### Faulty smart meters

If your smart meter is broken or damaged, please tell us at [britishgas.co.uk/meter-not-working](http://britishgas.co.uk/meter-not-working)

We'll send one of our expert engineers to get it working again. This is free of charge, unless the damage to the meter was intentional.

## Keep an eye on your energy, whenever, wherever

You can use your smartphone to monitor your energy usage in near real time from anywhere. Simply download our app and you're good to go.



### Easier, faster, smarter

#### With our app, you can:

Monitor your energy use on your smartphone anytime, anywhere

See where and how to make some energy savings

Set a monthly energy spend target. We'll notify you when you're getting close to your target

**Download our app for free from the App Store (IOS) or Google Play (Android).**



\*Our app is not available on Windows phones. Data charges from certain network providers may apply. Find out more about how we use your data at [britishgas.co.uk/privacypolicy](http://britishgas.co.uk/privacypolicy)