



Featured model
Chameleon IHD2-TS

USEFUL CONTACTS

Dedicated smart team

If you've any questions once the installer has left: visit edfenergy.com/smartmetering or call us on 0333 009 7000.

Energy efficiency advice

For tips on how to use less energy visit edfenergy.com/advice or call us on 0333 200 5100.

Priority Services

Customers who are of pensionable age, disabled or chronically sick, amongst others, may apply to be listed on our Priority Services Register. To find out more, download our Priority Services booklet at edfenergy.com/info-booklets. Or call us free on 0800 269 450 (minicom 0800 096 2929), we can talk you through our Priority Services and join you up on the call.

Call this number if you need this leaflet in large print, Braille or as an audio version on CD.

Customer Services

For general enquiries please call us on 0333 200 5100 or write to us at: FREEPOST: EDF ENERGY – PLYMOUTH.

Citizens Advice consumer helpline

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit citizensadvice.org.uk/energy for up-to-date information or contact the Citizens Advice consumer helpline on 03454 04 05 06.

Gas leaks or emergencies

If you smell gas or are concerned about a gas safety matter, please call National Grid Gas plc on 0800 111 999.

In the event of a gas supply failure anywhere in the country, please call National Grid Gas plc on 0800 111 999.

A minicom service is also available on 0800 371 787.

Text telephone for customers with hearing difficulties, please call us on 0800 096 2929.

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YOUR SMART METER –
WHAT HAPPENS NEXT

IT'S GREAT YOU'VE HAD A SMART METER INSTALLED

We've made every attempt to get the technology up and running. Sometimes it can take a little while for your meter to start communicating your energy usage with us.

Over the next few weeks, we'll be making multiple attempts to connect with your meter remotely. In many cases we do succeed in establishing a connection and if we do, we'll contact you again to confirm this. We'll also see if you'd like a in home display so you can see your usage in pounds and pence, and in near-real time.

MOVING FORWARD

You don't need to contact us, we'll continue to try and communicate with your meter remotely in order to get readings. We'll make several attempts over the next few weeks and we'll write to you to confirm the results.

READING YOUR NEW SMART METER

Not all smart meters are easy to read. Most models have your energy consumption on the default screen just like traditional meters. However, one of our smart meters is a little different and in case you have this one we've included a handy guide overleaf.

STILL UNSURE ABOUT SOMETHING?

Your welcome guide contains lots of useful detail about your smart meter, plus there's more information at edfenergy.com/smartmetering. Or you can call one of our dedicated smart team on **0333 009 7000**.



Smart Energy GB is the independent organisation set up by government to run the national campaign for the smart meter rollout. It is working alongside energy suppliers, including EDF Energy, to ensure everyone has access to the information they need about smart meters. Please visit smartenergyGB.org



Featured model
GEO Duet II

READING YOUR SMART ELECTRICITY METER

The screen you'll need to view your energy usage is the Total Active Import screen. This is the default screen on your new Aclara (formerly GE) smart meter and you should be able to take a reading from this.

If you need the screen illuminating press button B – it's the blue button B to the right of the screen. Once the screen is lit, you'll need to get back to the Total Active Import screen. You can do this by pressing button B a further four times. If you get lost and can't find the screen you need, just keep pressing button B until you reach the Total Active Import screen.

Make a note of the information on the screen, including the zeros, as this is your meter reading you'll need to submit if your smart meter isn't yet communicating with us.



GE electricity meter

This is the screen you'll need to give us your meter reading

READING YOUR SMART GAS METER

The meter will be in standby mode. Press any one of the three red function buttons to activate the display and back light. The screen only stays lit for five seconds – just press any red button to light up the screen again.

The screen you need is shown in the image below. It displays your total volume register which is measured in cubic meters (m³). This is the number we'll use, including zeros, to work out how much we'll need to bill you.



GE gas meter

HOW TO GIVE US METER READINGS

There are three easy ways to choose from:

- 1 Log in to your online account at edfenergy.com/myaccount. If it's your first time on MyAccount you'll need your account number and email address. You'll find your account number on your bill or on any correspondence from us, such as your welcome pack.
- 2 Download the new EDF Energy app to give us an instant reading. It's available for iOS and Android devices. For more information, plus links to download the app, go to edfenergy.com/app
- 3 Phone **0333 200 5108** to use our 'no queue' automated system, remembering to have your account number ready.