Smart energy Smarter prices
Super smart meters

Put the power back in your hands.

Your new smart meter with its in-home display allows you to get valuable insights into the activities that are costing you. You can now gain more control over your energy bill with smart online tools. Your smart meter also helps you to reduce your environmental impact with awareness around your power usage.
What does your smart meter do?

Your smart meter shows you precisely how much gas and electricity you’re using. On top of this, it will also update you on how much money you’re spending on powering your home.

All of this information will be presented to you in near real time on your in-home display, a handy portable screen you can keep wherever you like.

As well as providing you with the relevant data, your smart meter will also send this information to us here at TOTO Energy.

In part of a nationwide roll out, everyone in Britain will eventually receive a smart meter. 26 million homes will be fitted with these devices by the year 2020!

How does your smart meter work?

No more readings
Your smart meter sends us your energy usage data automatically. This saves you time, meaning you no longer have to send off your meter readings.

Handy in-home display
The smart meter also sends this information to your in-home display, allowing you to keep up to date with your energy usage, managing it accordingly.
Cutting costs through simple everyday changes is now easier than ever.

Benefits

Your new smart meter works on a credit based system and topping it up couldn’t be easier. Your in-home display will inform you as soon as your credit starts to run low. You can top up your credit online, on the phone, by visiting your local Post Office or PayPoint shop.

Getting to know your in-home display

Here’s everything you’ll need to ensure you’re making the most of your in-home display.

Battery powered and connected wirelessly to your smart meter, your in-home display can sit anywhere you choose. No longer hiding away in a cupboard, you now have your meter readings and other useful information right at your fingertips.

As well as keeping you up-to-date on your energy usage, the in-home display can also let you see which appliances use the most energy.

Your in-home display also allows you to:

Keep up-to-date on your energy usage
Easily see exactly how much gas and electricity you’re using.

Monitor your spend
Keep an eye on your costs and see how much money you’re spending on an hourly, daily, weekly and monthly basis.

Easily access your spend history
Take a look at all of the top ups you’ve made over time. See how much you’re spending and view the time and date of each payment.

No more meter readings
Your smart meter sends your meter readings automatically and you’ll only pay for the energy you use. This means we won’t need to send engineers to visit you for meter readings any more. But we’ll still pop by every now and then to carry out safety checks.

Vital information
If we have any important news for you about changes to your supply or other vital information, we can send you a message direct to your in-home display.

Cutting costs through simple everyday changes is now easier than ever.
How to use your in-home display

Your in-home display has an easy to use touch screen interface and allows you to get a good understanding of how much energy you’re using. You can also see how much each of your appliances is costing you to run.

On top of monitoring your usage, you can also top up your credit on the go, or at home, either on the phone, online, or via text message. You can also receive messages from the team here at TOTO Energy, informing you of when you need to top up your credit and filling you in on any other news regarding your energy supplier.

Your in-home display screen

- **Power switch**: Switch the display on and off
- **Signal strength**: Displays the strength of the signal between your in-home display and smart meters
- **Date**: Shows the current date
- **Time**: Shows the current time
- **Account info**: View previous payments, manually top up and activate emergency credit
- **Tariff info**: Offers important information about your energy tariff
- **Electricity**: View your balance and see how many days are left in credit
- **Gas**: View your balance and see how many days are left in credit
- **Dual fuel**: View your balance and see how much energy you’ve used today
- **Energy history**: View your energy usage in the last week, month or year
- **Inbox**: Read important messages from the team here at TOTO Energy
- **Message alert**: Displays if you have any unread messages
- **Display settings**: Adjust sound and brightness and change daily energy targets
Instructions

Take a look at this detailed, screen-by-screen guide to your in-home display.

Switching on your in-home display

The device runs off of two AAA batteries and can also be plugged into your mains. If the screen is blank, then don’t panic, the display is just sleeping to save energy.

Woke it up by pressing the power button on the left-hand side of the screen and the display will light up showing you the main menu.

You’ll be pleased to hear that the energy efficient backlight uses so little power that it costs you less than 20 pence all year if it is left on at all times.

Main screen

This is the screen that will appear on the display once you switch it on. You’ll be able to see your current balance, how many days it will last and your account status.

You can then navigate between dual fuel, electricity or gas, to view more information about your fuel usage.

The display will also tell you the mode that you’re currently in (Prepayment, Credit, Emergency, Friendly Credit).
Main menu
The main menu is where you can access all of the different information you may require. To get back to the main menu from other screens, simply hit the menu icon in the top left hand corner of the screen.

Time to top up!
The in-home display features lights that will flash different colours to let you know how much credit you’ve got remaining. If the light is green then most of your credit is remaining, if it’s orange you have half of your credit remaining and if it’s red then it’s time to top up.

Current energy usage
This screen will show you your current duel fuel, gas and electricity usage. You can also set yourself energy usage targets and this screen will show you whether you’re on target (amber), over your energy target (red) or managing to use less energy than targeted (green).

Inbox
Your in-home display has a built in messaging system meaning we can keep you up to date with relevant information. We may message you with updates about your meter, in-home display or tariff info. If you have a message waiting, the message icon will flash on your screen until you open it.

Lights can be turned on and off in the settings screen.
View your spend history
Your in-home display allows you to view useful information from the last 12 months. This includes allowing you to view your energy usage broken down by day, week, month, or even the full year. When viewing your energy usage you’re also able to view your gas and electricity consumption in a number of formats (£ per hour, kWh and CO2Kg).

Settings screen
Your settings screen allows you to adjust your sound and display settings and set yourself energy targets and credit alerts. You can also view your meter serial numbers, MPAN number (electricity) and MPRN number (gas). These might come in handy if you need to call us regarding your meter.

Top up on the go!
Top up on the go! Topping up your credit has never been easier! Let us show you how...

1. Flick between history electricity and gas screens
2. Change view between £ per hour, kWh and CO2Kg
3. Change view between hour, day, week and month

4. Set targets
5. View meter serial number MPAN/MPRN
6. Set credit alerts

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Topping up your credit

If you’re set up as a Pay As You Go customer, then you’re able to top up your credit whenever you wish.

Topping up online

As soon as you register for online payments, you can top up using your laptop, mobile or tablet device.

1. Go to www.totoenergy.com/sign-in
2. Login to ‘My account’. You will need your email address and password.
3. Select which supply you wish to top up
4. Enter the amount you want to top up (min £10)
5. Enter payment details
6. Your payment will be automatically sent and your meter will be topped up immediately. You’ll then receive a receipt via email, or text message, whichever you prefer.

If you’re out and about you can still top up online using your mobile via our website.

Check your in-home display main menu screen to see if your top up has been successful. If your top up was not successful then you can always top up manually using the in-home display and your top up receipt.

In-store top ups via PayPoint

1. Head to a PayPoint, hand over your card or show the top-up barcode on your ‘My Account’.
2. Keep the receipt you’re given until the payment has registered on your meter.
3. Your new credit should be displayed immediately on your in-home display, but may take up to 45 minutes to show up.
4. You can check that your account has been credited using your in-home display.

There are 29,000 PayPoint stores around the country where you can top up your credit using your payment card.

Top up at your local Post Office

1. Head to a Post Office, hand over your card or show the top-up barcode on your ‘My Account’.
2. Keep the receipt you’re given until the payment has registered on your meter.
3. Your new credit should be displayed immediately on your in-home display, but may take up to 45 minutes to show up.
4. You can check that your account has been credited using your in-home display.

You’re able to top up at one of 17,000 Post Office locations around the country using your payment card.

Be sure to store your top up card details in your phone. This can come in handy if your card gets damaged or lost.
Understanding your usage

Here’s some extra information to show you what your credit is used for...

Daily standing charges
These may vary depending on your tariff. You may pay a fixed daily charge which contributes towards the overall cost of our services. This charge includes the cost of wires, pipes and any maintenance to your meters.

Unit rate
This is the rate that we charge our customers for each unit of energy that they use. The more energy you use, the more units you use, which causes your credit to fall faster.

Keep an eye on the weather
On cold days you’ll use more energy to keep your home warm. So try and budget for these colder days, allowing you to keep costs down.

Your in-home display: Using it in Pay As You Go Mode
Setting yourself credit alerts

Customers who are on a Pay As You Go tariff are able to use credit alerts to notify themselves when their credit is almost used up. As soon as your credit drops to £2, your in-home display will sound an alarm to inform you.

You can change the credit alert amount by selecting the ‘£ amount’ box, and choosing a figure that suits your needs. This feature is accessed by selecting ‘Settings’ then ‘Credit Alerts’ in the main menu display.

It’s a good idea to avoid setting your credit limit any lower than £1, otherwise you may run out of credit before you have time to top up your account.

What is emergency credit?

Pay As You Go customers are able to make the most of emergency credit if their account runs low and they don’t have time to top up. If your credit runs low your meter will display an alert informing you this and will also sound an alarm. The LED light will also change to red.

You can then press ‘E-Credit’ on the default screen or when the alert comes up and you’ll be credited with emergency credit (£10 for electric, £5 for gas).

However, you do have to repay this extra balance in full the next time you top up your account.

What is Friendly Credit?

We care for our customers. So if you’re a Pay As You Go customer and your emergency credit runs out after 6pm, your energy supplies won’t go out until 11am the next day.

And, if you run out of credit after 4pm on a Friday or during the weekend, your supplies will remain on until 11am on Monday (or Tuesday if it’s a Bank Holiday). Your in-home display will inform you of when your friendly credit hours are over and when your energy supply is due to go off.

Repayments

The bottom left corner of your display will show you which mode you’re in. Different letters represent different modes:

- E - Emergency Credit
- F - Friendly Credit
- P - Normal Prepayment Mode

If your balance appears as a negative figure, then this is the amount you need to repay.

If you’ve lost power, then in order to restore it you must repay all of the emergency and friendly credit you have used, as well as £3 extra. This is to ensure you have positive credit.
Manually topping up

Whilst it is very rare, there are some occasions when your top up doesn’t go straight through to your meter. If this happens then you will have to top it up manually using your in-home display and then ‘Vend Code’ from the receipt for the payment that didn’t get added automatically.

To do this press the ‘Account’ tab on the main menu, choose the fuel you would like to top up, and then make the payment.

The payment box will appear. In this box you should type the ‘Vend’ code that you received when you topped up online, via text or in a PayPoint shop.

If you see a rejected message then you may be entering an incorrect code, or your top up has already been added to your meter.

You should always keep your receipts in the event that your top up is not successful.

Losing your electricity supply

If you run out of credit and emergency credit without topping up in time, then your supply will turn off. In order to switch your supply back on you will have to top up your account until you’re at least in £1 of credit.

Turn on your in-home display after topping up and you’ll be shown this screen. All you need to do next is select ‘Restore’ followed by ‘Confirm’. Someone will need to be at home to switch the electricity back on.

If your in-home display doesn’t work you should:

- Find your electricity meter
- Hit A on the keypad to activate it
- Hit A again
- Hit B
- Your electricity should then come back on

Losing your gas supply

For safety and regulatory reasons if you need to reconnect your gas meter you cannot do this via the in-home display. Therefore to restore your gas you will have to top up your account so you’re in at least £1 of credit. Then you have to:

- Go to your gas meter
- Hit A on the keypad to activate it.
- Hit A again.
- Hit B
- Your gas should then come back on
Frequently Asked Questions

Do I need to provide TOTO Energy with meter readings?
No, you do not. Your smart meter will now automatically send readings directly to us here at TOTO Energy, making your life easier. We may still send a meter reader to your home every now and then just to complete safety inspections, or to deal with any issues you may be having with your smart meter.

How often is my information being sent?
Your smart meter updates itself throughout the day and sends multiple readings to us allowing us to get a daily report of your energy usage.

Will my energy costs go up because of the smart meter?
Absolutely not. Your smart meter simply measures the amount of energy you use at home allowing us to charge you accurately and only for the energy you actually use. You can use your in-home display and monitor your usage closely, allowing you to make simple changes that save you money. Try using the display to find what devices are using the most energy – could you use them less and save?

How can I view my tariff details?
By pressing the ‘Tariff’ icon on your in-home display, or by pressing 6 on your meters.

Can I use the same top up card to top up my electricity and gas meters?
No, you will have a different top up card for each fuel type that will only work on that specific meter. It’s clear which card is meant for which fuel, making topping up nice and easy. We’d advise our customers to store their top up card numbers on their phones, allowing you to access them with ease. If you are having issues with this then be sure to call us on 0333 210 7070

What do I do if I lose my top up cards?
The good news is your cards cannot be used to top up anyone else’s meter. And, if you do lose them, you won’t lose any money. If you lose either of your cards then be sure to call us on 0333 210 7070 and we can get a new one sent to your home right away. You may have to pay a small charge for this.
Whilst you wait for your new card to arrive, you’ll be given a new top up number in the meantime meaning you can still top up your credit.

Gas Top-Up Card
Electricity Top-up Card
Where is my nearest PayPoint store?
On the letter that we send you with your top up cards, your closest PayPoint stores will be listed. These tend to be situated in newsagents, supermarkets or petrol stations. High street stores that offer PayPoint services will have a clear sign outside that shows two ‘P’s on a yellow background. If for some reason your top up card doesn’t swipe at a PayPoint, you should ask a member of staff at the outlet to do it manually for you. They do this by typing the number into the top up machine.
You can also visit www.paypoint.com to see your nearest PayPoints.

Am I able to top up my credit online?
Yes you can. You’re able to top up online at www.totoenergy.com. All you need to do is register for the online payment service and then you can top up whenever and wherever you are.
It’s a good idea to make your first top up at a PayPoint outlet, just to make sure your payment card is correctly registered.

How do I manually top up my meter?
Manually topping up your meter is easy, and may be required if your top up doesn’t automatically credit your meter. To see how to do this, follow the pointers on page 22.

Manually topping up didn’t work, how else can I top up my meter?
If this happens then you can manually top up your meter using the ‘Vend Code’ on your top up receipt.
1. Find your gas or electricity meter
2. Hit A to activate it
3. Enter your ‘Vend Code’ and hit B.
4. Your meter should then be topped up.

What do I do if my energy is disconnected?
If your energy is disconnected then you should follow the steps listed on page 23. Any customers who still experience issues should contact our customer services team on 0333 210 7070 during standard working hours. If you require assistance outside of these hours then use the emergency numbers on the last page.

What if I lose my receipt before I’ve entered my top up code into the meter?
If you pay for a top up at a PayPoint store and the credit isn’t automatically added to your meter you need to use the ‘Vend Code’ on your receipt to do it manually. If you have lost your receipt then call our customer service team on 0333 210 7070 and they can give you your top up code over the phone.

What do I do if my display is making a noise?
Your in-home display will make a noise if you go over budget or if your credit is running low. This can be switched on and off in the settings. See page 14.

What do I do if my nearest PayPoint store is not listed?
On the letter that we send you with your top up cards, your closest PayPoint stores will be listed. These tend to be situated in newsagents, supermarkets or petrol stations.
**Important services at TOTO Energy**

**Added assistance**
Here at TOTO Energy we’re able to offer added assistance to customers that may require it. We have a Priority Services register which is open to people of pensionable age, disabled people, people living with long term illnesses or those who are receiving means tested benefits with children who are under five-years-old.

- We can help customers in this register with a number of added services including:
- Sending statements in different formats (such as large print)
- Sending duplicate copies of letters and other documents and emails to friends, carers or relatives chosen by you
- Moving your meter for you
- Offering longer notice than usual to top up your meter if you run out of credit

If you need to speak to a member of our team regarding this then be sure to give us a call on 0333 210 7070.

**Moving house**
If you’re moving house then be sure to contact us and we can arrange for any remaining credit to be refunded. Simply call us on 0333 210 7070. Our friendly team can even give you a quote for your new home.

**Having money issues?**
**Don’t worry, get in touch**
If you’re having money troubles then do not worry. The best thing to do is talk to someone about it. If you are struggling for money and are falling behind on your household bills then be sure to get in touch with **Citizens Advice**. They can offer fantastic help and guidance, so give them a call on 03454 04 05 06 between the hours of 9am and 5pm Monday to Friday. Or visit them online at www.citizensadvice.org.uk.

Electricity issues
If you have a power cut and require assistance then you can call the Electricity Helpline 24 hours a day by dialling 105.

Once you speak to them they can connect you with your local network operator, which is the team that looks after all of the cables connecting your home to the electricity grid.

Priority Service Registered customers can call 0333 210 7070 or email hello@totoenergy.com and one of our team will be happy to assist.

**Local network operator contact numbers**

<table>
<thead>
<tr>
<th>Area</th>
<th>Operator</th>
<th>Contact Numbers</th>
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</thead>
<tbody>
<tr>
<td>North Scotland</td>
<td>Scottish and Southern Energy Power Distribution</td>
<td>0800 048 3515</td>
</tr>
<tr>
<td>Central &amp; Southern Scotland</td>
<td>SP Energy Networks</td>
<td>0330 101 0300</td>
</tr>
<tr>
<td>North East England &amp; Yorkshire</td>
<td>Northern Powergrid</td>
<td>0845 070 7172</td>
</tr>
<tr>
<td>North West England</td>
<td>Electricity North West</td>
<td>0800 195 4141</td>
</tr>
<tr>
<td>Merseyside, Cheshire, North Wales &amp; North Shropshire</td>
<td>SP Energy Networks</td>
<td>0330 101 0300</td>
</tr>
<tr>
<td>East Midlands &amp; West Midlands</td>
<td>Western Power Distribution</td>
<td>0800 096 3080</td>
</tr>
<tr>
<td>South Wales &amp; South West England</td>
<td>Western Power Distribution</td>
<td>0800 096 3080</td>
</tr>
<tr>
<td>London, South East England &amp; Eastern England</td>
<td>UK Power Networks</td>
<td>0845 601 4516</td>
</tr>
<tr>
<td>Southern England</td>
<td>Scottish and Southern Energy Power Distribution</td>
<td>0800 048 3516</td>
</tr>
</tbody>
</table>

**In the event of an emergency**

**Electricity issues**
If you have a power cut and require assistance then you can call the Electricity Helpline 24 hours a day by dialling 105.

Once you speak to them they can connect you with your local network operator, which is the team that looks after all of the cables connecting your home to the electricity grid.

Priority Service Registered customers can call 0333 210 7070 or email hello@totoenergy.com and one of our team will be happy to assist.
Gas troubles

If you can smell gas, and believe there to be a problem, then be sure to call the National Grid immediately on 0800 111 999.

How to detect carbon monoxide

Install a carbon monoxide detector
These are available at most DIY stores and major retailers.

Know the warning signs
The main symptoms are headaches, muscle weakness, dizziness, nausea, shortness of breath, confusion, blurred vision, and loss of consciousness.

Prevent carbon monoxide build up
Keep your vents clear. Clean your fireplace and chimney. Check cooking hardware for any build up and if you’re a smoker do so outdoors.
Need to ask a question or get some help?
We’d love to hear from you...
Call us on 0333 210 7070
or email mysmartmeter@totoenergy.com

Monday to Friday 8am – 8pm and Saturday 9am – 5pm