

SO

SMART ENERGY

SO
ENERGY

Everything you need
to know about your
smart meter



CONTENTS

We've got together this handy guide so that you know exactly what to expect from your shiny new smart meter(s), all while being energy efficient and safe.

Looking for something specific?

[P.04 In-home display \(IHD\) introduction](#)

[P.05 In-home display \(IHD\) manual: GEO Trio II](#)

[P.10 In-home display \(IHD\) manual: Chameleon IHD3](#)

[P.14 How to take readings from smart electricity meter manually](#)

[P.15 How to take readings from smart gas meter manually](#)

[P.16 Energy saving tips](#)

[P.18 Electricity safety in the home](#)

[P.19 Stay gas-safe at home](#)

[P.21 Smart meter data and you: a guide](#)

[P.22 The smart meter installation code of practice](#)

[P.22 Giving feedback on your installation](#)

IN-HOME DISPLAY (IHD) INTRODUCTION

Here at So, we're issuing two different types of IHDs as part of our rollout, that's why you'll see both referenced in this guide. Rest assured that whichever one you end up with, they both behave in exactly the same way, so you won't be missing out!

On that note, both devices are widely installed by other energy suppliers across the industry, so you can be sure that you're getting a great piece of equipment that is reliable and transferable, should you ever decide to switch.

We totally understand the value that a working IHD can bring, so we will always do everything we can to get yours working, should you ever have any troubles.

That being said, we hope that within this guide you will have all of the information you need to be able to resolve any issues yourself (should they arise), and we'll also give you some helpful tips along the way.

IN-HOME DISPLAY (IHD) MANUAL: GEO TRIO II

The GEO Trio II is a market-leading IHD that contains a whole host of features. This guide will give you a breakdown of all of them.

QUICK LINKS

[P.06 What's on screen?](#)

[P.07 Set up your GEO Trio II in-home display \(IHD\)](#)

[P.07 GEO Trio II features](#)

[P.08 Troubleshooting your GEO Trio II in-home display \(IHD\)](#)

WHAT'S ON SCREEN?



1. **Electricity usage** - the current rate of electricity consumption. As appliances and lights are switched on and off, the dial needle will move
2. **Rate of consumption** - shown in cost per hour or, if kW is selected, the rate of energy being used
3. **Menu** - press to enter Menu whilst on the Home screen / Press to return to the Home screen
4. **Navigation buttons** - use the <> buttons to navigate around the screen
5. **Ambient lights** - your instant electricity usage (GREEN for low, AMBER for medium or RED for high) or BLUE for gas-only setups
6. **Unit type** - press to switch between cost or energy consumption whilst on the Home screen
7. **Return button** - press to return to previous screen
8. **Gas usage** - the flame shows the recent rate of gas consumption (typically over the last 30 minutes). If you only have a gas smart meter, then the electricity dial is not shown
9. **Viewing tabs** - the arrow buttons move between Energy now, Energy today and Prepay balance (if applicable) tabs
10. **Signal strength** - the banner bar allows you to check the smart meter(s) signal strength, and WiFi signal strength (if fitted)

SETTING UP

Intro

Our engineers will always set up your IHD as part of your smart installation. However, it's good to know what to do should you ever need to move your IHD, or set up a new one if we need to send you a replacement.

Powering your device

Plug your IHD into the mains using the power supply cable that comes with it. Your unit should then automatically switch on. Your IHD should always be connected to your mains power, but can also be powered using 3xAAA (LR03) non-rechargeable batteries, if required. To do this, remove the back of the unit and insert the batteries as displayed on the inside case. Replace the back of the unit, and the monitor should show a battery symbol at the top of the screen.

It's advisable to use the power supply cable to power your unit (rather than batteries) for any prolonged period. The power supply cable has been specifically designed for use with your IHD and so should not be used to power any other device.

Connecting to your smart meter

Whenever your IHD is switched on, the screen will show the words 'Connecting to smart meter...' which may take around five minutes to clear. It may also then take up to an hour for your IHD to show gas usage.

GEO TRIO II FEATURES

Menu

The main menu is available on the Home screen. To get there, touch the icon that looks like a house at the bottom of the screen.

Electricity/ Gas usage

This shows your energy consumption for the week, month and year

System status

Indicates whether everything in your IHD is working (green light) or whether there are issues that need to be resolved (amber or red lights)

Tariffs

The price of your current tariff and, if that price is changing (say, for example, you renewed your tariff), the price of the next

Inbox

View messages sent to you from your energy provider. If a message is too long for the screen, use the ^ and v buttons. A message has to have been read before it can be deleted, once it's been read, press the ... button for more options

Meters

This is where you can view your current meter readings, should you need to submit them, as well as information on your meter(s)

Settings

Here you can personalise your IHD to make it work the way you want

Monitoring energy usage

Press MENU and select DAY to view energy usage for the day. Press the O icon to switch between kWh and £. The row shown in light green is the hour during which the most energy was used that day, and the day's total is to the right.

Also under MENU, you can find WEEK, MONTH and YEAR. These show you your consumption - and highest periods of usage - across the last nine days, six weeks or 14 months. If a budget has been set (SETTINGS - BUDGET), the above options will show in red when the set budget has been exceeded.

Setting a budget

order to set a budget on your Geo Trio IHD, go into SETTINGS and select BUDGET. Here, you can use +/- to change your monthly budget. If you have set a budget, your IHD will use your consumption data to predict whether your consumption that day will remain within budget. For example, if today is Tuesday, the previous Tuesday will be used to make this assessment.

On the HOME screen, you will see ENERGY USAGE TODAY. This will show you how close to your set budget you are. If you are predicted to be under budget, the prediction will be in green. If over budget, amber, and if the budget has already been exceeded, red.

Your display

You can edit the brightness of your screen, as well as turn your backlight on and off and set a backlight timer. This means the backlight will turn on and off automatically at the times you decide.

To configure the screen to dim and brighten at certain times during the day, go to SETTINGS and then DISPLAY.

TROUBLESHOOTING YOUR GEO TRIO II IN-HOME DISPLAY (IHD)

My monitor isn't showing any information

If your monitor says 'Waiting for data' it's possible that it's out of range of your electricity meter, or the signal is being blocked. Try moving it closer (taking into consideration any nearby thick walls) and the problem should resolve itself. However, if it persists please send us a photo of the display via help@so.energy so that we can investigate.

My IHD is making noise

Your IHD has a speaker that alerts you to things such as new messages, when you are close to exceeding or have exceed your budget, as well as other events. You can adjust the volume, or disable these alerts entirely via SETTINGS – SOUND & ALERTS.

My monitor screen is blank

Your IHD has a power-saving mode that turns the screen's backlight off. You can touch the screen to turn it back on. You can also adjust this feature via SETTINGS - DISPLAY.

If you're powering your IHD using batteries, it could be that the batteries are flat. Usually, batteries will only be able to power your IHD for around four hours, so we keeping it connected via your mains power.

My display is not showing any readings

This could mean that your IHD is too far from your electricity meter. Try moving it closer and check again for readings. If you're still not getting anything, please email us a photo of the display at help@so.energy, along with details of any error messages/codes.

ERROR CODES

CODES	ERROR	RESOLUTION
1-3	Monitor error	There's a fault with your IHD. Remove and reinsert the power cable. If the problem persists, contact us at help@so.energy
20	Connection error	The IHD and meter aren't talking to each other. Move the IHD closer to the meter. If that doesn't work, contact us at help@so.energy
21, 25	Electricity meter error	Move your IHD closer to your meter. If that doesn't solve the issue, contact us at help@so.energy
22, 26	Gas meter error	Move your IHD closer to your meter. If that doesn't solve the issue, contact us at help@so.energy
30	WiFi module not found	If you have the optional WiFi module, remove and reinsert it
31-34	WiFi error	This means the WiFi module can't communicate properly. Please check your WiFi and check your settings in SETTINGS - WIFI

IN-HOME DISPLAY (IHD) MANUAL: CHAMELEON IHD3

Alongside the GEO Trio II, the Chameleon IHD3 is another market-leading IHD with a whole host of features. Here we cover each of them!

QUICK LINKS

[P.11 What's on screen?](#)

[P.12 Set up your Chameleon IHD3 in-home display \(IHD\)](#)

[P.12 Chameleon IHD3 features](#)

[P.13 Troubleshooting your Chameleon IHD3 in-home display \(IHD\)](#)

WHAT'S ON SCREEN?



1. **Signal Strength** - the strength of the signal between your IHD and smart meter
2. **Battery indicator** - battery level and charging status
3. **Time** - time of day
4. **Energy usage dial** - here's where you can see your usage (low-green, medium-orange, high-red)
5. **Fuel type** - your fuel type - gas, electricity or both
6. **Budget indicator** - the budget line indicates your energy usage compared with your personally set budget (Find out more in 'Setting your budget')
7. **Numerical Display** - your electricity and/or gas expenditure in pounds, pence and kWhs
8. **Text display** - your text feedback, messages and prompts
9. **Ambient lights** - your instant electricity usage (low-green, medium-orange, high-red)
10. **Control buttons** - control your In-Home Display; view different information and functions
11. **On/Off button** - located on the back of your display

SETTING UP

Intro

Our engineers will always set up your IHD as part of your smart installation. However, it's always good to know what to do should you ever need to move your IHD, or set up a new one if we need to send you a replacement.

Powering your device

Plug your IHD into the mains with the power supply cable that came with it. You will then need to power on your device using the on/off switch on the side. You can either leave your device plugged in at all times, or you can take it off charge and carry it around your home. The battery symbol on-screen represents how much charge you have left.

Connecting to your smart meter

Your device should be paired with your smart meters during your installation, but if for any reason we need to send you a replacement we may ask you to put the device into 'pairing' mode. This will only need to be done if we ask, and can be accessed through the SETTINGS.

CHAMELEON IHD3 FEATURES

Setting a budget

Setting a budget within your IHD is a good way of monitoring and reducing your energy usage, with the option of being alerted if and when you exceed it. Press MENU/OK, then SETTINGS and SET BUDGET.

Once this is set up, your on-screen Energy Usage Dial will allow you to monitor your budget in real time. In SETTINGS, you can enable or disable the function for the device to alert you via an alarm when you exceed your budget.

See your energy usage in real time

Your Energy Usage Dial shows you your energy consumption in real time, with green amber and red indicators for low, medium and high usage, respectively.

By pressing NOW on your IHD, you'll be able to see your current energy usage. With this function, you can observe instantly the effects of switching individual appliances on and off, showing you the biggest opportunities to save electricity.

Customising your display

Press MENU/OK and then SETTINGS for the areas of your IHD you can customise, which are:

- Set your budget
- Screen brightness
- Language
- Clear setting - clear all settings
- Access your account information, press MENU/OK, "Setting", "Account"

You can also enable or disable the features below:

- Budget alert

- Night mode (screen dims between midnight and 7am)
- Low credit alert
- Key tones

TROUBLESHOOTING YOUR CHAMELEON IHD3 IN-HOME DISPLAY (IHD)

My monitor isn't showing any information

If your monitor says 'Waiting for data' it's possible that it's out of range of your electricity meter, or the signal is being blocked. Try moving it closer, taking into consideration any nearby thick walls, and the problem should resolve itself. However, if it persists please send us a photo of the display via help@so.energy so that we can investigate.

My monitor screen is blank

Your IHD has a power-saving mode that turns the screen's backlight off. Touch the screen to turn it back on. You can also adjust this feature in **SETTINGS - DISPLAY**.

If you're powering your IHD using batteries, it could be that the batteries are flat. Usually, batteries will be able to power your IHD for around four hours, so we recommend that it is always connected to mains power.

My display is not showing any readings

This could mean that your IHD is too far from your electricity meter. Try moving it closer and check again for readings. If you're still not getting anything, please email us a photo of the display at help@so.energy, along with details of any error messages/codes.

HOW TO MANUALLY TAKE READINGS FROM YOUR NEW ELECTRICITY SMART METER

Here at So, our nominated meter partners fit both Landis & Gyr and EDMI electricity smart meters on our behalf.

LANDIS & GYR E470



1. Press the grey 'B' button to wake up the display
2. Keep pressing the green 'A' button to cycle through until you see R01
3. Your R01 register reading should now be visible on-screen

If you are an Economy 7/multi-rate customer

1. Press and hold the 'B' button for 3-5 seconds
2. Simultaneously press the 'A' button and you should notice the display revert to your R02 register
3. This is your second register reading

EDMI ES-10B



1. Press the 'OK' button to light up the display
2. While on the default menu screen, use the left and right buttons to cycle through the different values
3. Capture your active import register read marked 'IMPRT'

HOW TO MANUALLY TAKE READINGS FROM YOUR NEW GAS SMART METER

Same with electricity, our nominated meter partners fit both Landis & Gyr and EDMI gas smart meters on our behalf.

LANDIS & GYR G470



1. Press either the red 'A' or black 'B' buttons to wake up the display
2. Your reading should now be visible on-screen

EDMI GS-60B



1. Press the right-hand button on the meter to wake up the display
2. Your reading should now be visible on-screen

ENERGY SAVING TIPS

Once your shiny new smart meter(s) and in-home display (IHD) are set up, you may notice a change in your behaviour. A few times a day, you might sneak a peek at your IHD, checking how much energy you've consumed, and how much it's cost.

This is one of the benefits of having smart meters and an IHD. By monitoring your usage in real time, you can directly see what is costing you money, and see instant results in any changes you may make to how you use your appliances. In fact, according to the Energy Saving Trust you could find that your energy usage drops by between 5% and 15% in the first year of using an in-home display.

We've been through it too, so here are some of our tips to keep the numbers on the screen as low as possible:

In general

- Get into the habit of turning lights off when you leave a room.
- Replace your bulbs with energy-saving versions and you'll find that you spend a lot less over the lifetime of the bulb when compared to less-efficient equivalents.
- Draught excluders on your doors and older windows keep cold air out and warm air in, which is good for your heating bills.
- Ensure your home is properly insulated against heat loss.
- Perhaps an obvious one, but when your appliances wear out, replace them with energy-efficient models and you'll save in the long run.
- Turn the thermostat down, you'll save around £50 per degree per year.
- Turn everything that's in standby mode completely off, and you'll save around £30 a year. You can buy power strips that allow you to do this at the push of a button.

Kitchen

- Use your kettle to boil water rather than the hob, and only boil what you need. Also, keep your kettle free of limescale so it operates at maximum efficiency.
- When cooking, resist the urge to open the oven door to check on the food where possible. Each time the door is opened means a drop in the oven temperature, meaning more energy being used to get it back up once the door is closed.
- Turn your oven off a few minutes before your food is cooked, and let the residual heat finish the cooking process without consuming energy.
- Clean the fridge and defrost the freezer. A frosty freezer can quietly add quite a lot to your bills across the year, so make sure you keep on top of it. Perhaps an obvious one, but when your appliances wear out, replace them with energy-efficient models and you'll save in the long run.
- As mentioned in our general tips, when your appliances wear out, replace them with energy efficient variants! You'll be better off in the long run

ENERGY SAVING TIPS

Laundry

- Drop the washing machine from 40 degrees to 30 and you'll save a bundle on your electricity bills.
- On the subject of washing - do your clothes need to be tumble dried every time? Reduce your reliance on the tumble dryer, and you'll reduce your energy usage considerably.

Bathroom

- Install a water-efficient shower head to keep the water pressure high and the energy consumption low.

By doing the above and more, you'll see real-time results in your IHD. You'll be surprised how addictive saving energy can be. For more tips on how to save energy in the home, you may also want to check these great guides from the [Energy Saving Trust](#) and [Which?](#)

STAYING ELECTRICITY-SAFE AT HOME

According to Electrical Safety First, electricity is responsible for over 20,000 accidental domestic fires each year in the UK alone, and with the number of devices and appliances that use electricity in the home it's essential that we all take the necessary precautions. Here are a few ways you can ensure that you're on top of electrical safety in the home.

Safety checks

A simple one, but make sure that no wires are frayed, no plastic coating is stripped away from cables and that electrical appliances aren't overheating or making noises they shouldn't. Check also that cables aren't in a place where they could be tripped over, and that nothing is perched on the edge of a counter where it could easily fall or be knocked off.

Keep everything dry

Electricity and water mix a little too well, so it's vital to keep them separate. Don't touch any light switches with wet hands, be mindful of taking any electronics into the bathroom - ideally none at all - and don't let cables trail through water, either inside or in the garden.

Kitchen safety

Don't let any wires trail across the stove, or any other source of heat. When retrieving some stubborn toast from the toaster, be sure not to use metal implements, and be sure the toaster is unplugged. Don't store things on top of your microwave, as this can impair ventilation and cause overheating. If possible, turn the oven off at the wall when it's not in use.

Smoke alarms

Ensure you have a smoke alarm on each floor of your home, and make sure to test them regularly.

Check your fuses

Fuses are key to electrical safety in the home, so if you have to change one, make sure the new fuse is right for the job. Using the wrong fuse will negate the purpose of the fuse, and remove it as a safety measure.

STAYING GAS-SAFE AT HOME

GAS LEAKS

The biggest potential danger with the gas that's supplied to your home is a gas leak, which generally is the result of either a faulty appliance or worn/damaged pipes. The gas itself isn't poisonous and won't make you ill, but it is incredibly combustible, and so if you think you can smell gas, there are a few things you should and shouldn't do.

DO

- Check if the problem has been caused by an extinguished pilot light
- Open as many windows and doors as possible to provide ventilation
- Check in advance where the gas emergency control valve is on your meter, and familiarise yourself with switching off the supply (only switch off supply in a leak if it is safe to do so)
- Get safely clear of the building and call 0800 111 999 to report the leak

DON'T

- Switch on any lights
- Plug in or unplug any devices
- Light a naked flame, or smoke
- If your meter or faulty appliance is in the basement, don't go down there. The gas could have accumulated
- Use any phone

The risks of gas leaks are drastically reduced when you ensure that anyone who services or installs your appliances is a Gas Safe registered engineer.

CARBON MONOXIDE

Faulty appliances in the home aren't just responsible for leaking natural gas, they can also be responsible for emitting carbon monoxide, an odourless and highly poisonous gas that can cause death very quickly.

As you can't see or smell carbon monoxide, it's essential to have safety measures in place to detect it early. Carbon monoxide detectors are as important as smoke detectors, and should be on every floor of your home, and in every room that contains an appliance that burns fuel such as gas stoves, gas heaters, boilers and fireplaces. Each carbon monoxide detector you buy will come with instructions on how best to install it for maximum safety.

STAYING GAS-SAFE AT HOME

The symptoms of carbon monoxide include:

- Tiredness
- Stomach pains
- Shortness of breath
- Nausea
- Dizziness

If you think there may be a carbon monoxide leak in your home, either because an alarm goes off or a member or members of the household experiences the above symptoms, it's essential that you completely vacate the property and call the gas emergency line on 0800 111 999. Do not go back into the property until an expert has deemed it safe, and seek urgent medical attention.

SMART METER DATA AND YOU: A GUIDE

What data does your smart meter collect, and how is it used?

As part of a government-led initiative, there's a mission to get smart meters into every home in Britain. The meters and the installation are free of charge, and we're offering electricity and gas SMETS2 (second generation) smart meters to every So Energy customer.

Smart meters gather data about your energy usage and send it to your supplier. This means that you never need to submit a meter reading again, and that all of your billing is completely accurate rather than being based on estimates in the case of missed readings. No more crouching under the stairs with a torch jotting down numbers.

What data will be collected?

We'll be collecting data on how much gas and electricity you use, and - depending on when you want us to take the readings - the times of day you use more or less. This helps us to bill you accurately for the energy you use. As we buy energy for our customers in advance, this also will enable us to ensure that we're purchasing just the right amount based on the data we collect.

Your choices

You can choose how frequently we collect data from your smart meter - every 30 minutes, every day or every month. If you don't give us a preference, we'll collect data daily by default.

There may be instances in which we need to share your smart data, such as with thirdparty organisations and partners who provide services. If that situation were to arise, you'd have the option as to whether we share your smart data, and could change your mind at any time. We won't use your data for more tailored sales and marketing purposes unless you specifically opt in and, again, once you've made your decision you can change your mind at any time.

How safe is my data?

Totally. Security is of the utmost important to us, and your data is not at any risk. We work within government-agreed data privacy guidelines, and only a very limited number of trained So Energy staff will ever have access to your data for essential reasons. If you switch away from us, we'll have access to the smart meter data that covers your time with us, but nothing after you've switched away. You can also request a copy of your smart meter data at any time.

If the way your data is handled or collected changes in any way, we'll notify you and inform you of any changes in the choices you can make.

For more information on smart meter data privacy, please see [Energy UK's guidelines](#).

For independent advice about your rights and choices relating to your personal information contact The Information Commissioner's Office at www.ico.org.uk or via the ICO Helpline on 0303 123 1113.

THE SMART METER INSTALLATION CODE OF PRACTICE

The Smart Metering Installation Code of Practice (SMICoP) is a set of rules and standards that suppliers agree to follow when installing a new smart meter. So Energy is a member of SMICoP, and we're committed to ensuring that our customers receive a consistently high standard of service throughout the installation process!

The rules under SMICoP are set out by the Office of Gas and Electricity Markets (Ofgem), the government body that regulates the energy industry and ensures that consumers are receiving the best possible, fair service.

For further details, a link to The Smart Meter Installation Code of Practice website can be found [here](#).

GIVING FEEDBACK ON YOUR INSTALLATION

Got any feedback for us? We've partnered with a company called Accent to gather feedback from our customers who are switching to smart. Accent will send you an email asking you to complete a short survey, the results of which we'll be able to use to help us improve our service!

