



THIS LOOKS
SIMPLE ENOUGH.



SO WHAT ARE
WE WAITING
FOR?

Your 'how to' guide to getting energy fit

Welcome!

You've taken your first step to get energy fit

We know that lots of people really want to reduce the amount they spend on energy in their home, but aren't always sure what steps to take.

That's why we've launched our energy fit programme. It's designed to give realistic, energy saving tools and ideas that have been tried and tested by you - our customers!

You've taken your first step towards getting energy fit with an Energy Fit Starter Pack. Your easy to install energy monitor, and Energy Fit software, will enable you to start seeing the energy you're using, and make positive changes to help save you money.



Too good to be true?

If you're a little sceptical about whether 'watching your energy' really does reduce your bills, just ask our **Watt Watchers**.

We challenged a number of families to see how much they could save in three months and the results were incredible. You can read about what worked for them on page 27 and in our Energy Fit software.

But why would we want you to use less energy?

We sell energy. The more people use, the more money we make, surely? It stands to reason. Except, for an energy company with an eye on more than short term profit, it doesn't.

Our ideal would be to have more customers, all using less energy. It would be better for you, because you'd have lower bills. It'd be better for us, because lower bills generally means happier customers who want to stay with us. And it'd be better for everyone, because we all need to reduce carbon emissions.



Getting started

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To kick off

This is your Energy Fit Starter Pack, containing your E.ON energy monitor, a software CD to help you get the most from your monitor, and all the help you need to get started.

On its own, it won't cut your bills but it will show you how much electricity you're using and when you're using it. It will also give you an indication of what's costing you the most and where you can make the biggest savings!

OOOH, THAT WASN'T
DIFFICULT TO
INSTALL AT ALL!



Take a look what's inside

- 1 Your monitor's power cable - to make it work.



- 2 Your transmitter - it sends readings from your meter to your monitor to tell you how much electricity you're using.



- 3 Your sensor jaw - you need to clip this to one of the cables coming out of your meter. We'll show you how easy it is over the next few pages.



- 4 Your energy monitor - it will tell you how much electricity you're using at any time.



- 5 Your data cable, to connect your energy monitor to your computer.



- 6 Your 'Energy Fit software' which will enable you to make the most of your monitor.



Safety first

We want you to use your energy monitor safely, so please take a moment to read these notes before starting.

Although you won't need to carry out any electrical wiring to install the monitor, it will be used in and around the electricity supply to your home so you need to take care.

Before installing your monitor, please check that your electricity meter and cables are in good condition. Hazards to look out for are:

- deterioration, such as loose wires
- exposed copper wiring
- burn marks or holes in the cable insulation
- excess heat or crackling noises
- damage to the meter.



If you notice any of these, don't install your monitor - speak to one of our team by calling 0800 092 9106 and selecting option 1, or consult a qualified electrician immediately for further advice.

Getting connected

is easy when you follow these 4 simple steps:

You'll need your monitor and transmitter to hand.



- 1 Plug your monitor in to a convenient wall socket at home - you'll see 'dashes' on the display which means it's turned on.





- 2** Remove the clear plastic battery tab from the underside of your black transmitter - you'll see there's a small button.

Using a ball point pen, push and hold the button for 9 seconds.



When you release the button, you'll see a red light on the transmitter flashing rapidly - this means it's ready to 'tune' itself with your monitor.

If it doesn't, try again.

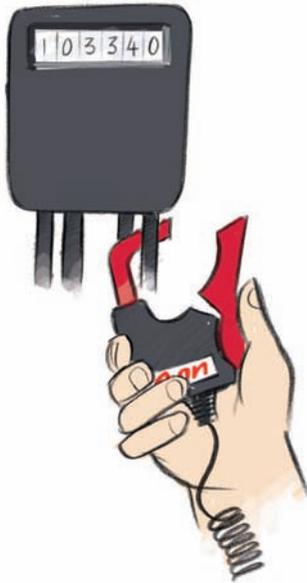


- 3 Now, press and hold the 'down' arrow button on your monitor for six seconds - the light on your transmitter should still be flashing.



When you release the button, you'll see a tuning signal on the top right of your monitor's display indicating it's tuning itself to your transmitter.

When your monitor and transmitter are tuning, the display will show '240' (indicating domestic voltage). Once this is finished, your monitor's display will clear and then '0 watts' will appear. This usually takes a few seconds.



4 Now, plug your sensor jaw in to the underside of your transmitter and take them both to your electricity meter.

You need to identify the cable that connects your electricity meter to your fuse box - this is called your 'live' cable. It's usually thick black or grey, and may have a red marker on it to clearly differentiate it from the others.

Clip your sensor jaw around your live cable, being careful not to pull or bend the cable.

Your sensor jaw should fit effortlessly around the cable and end up loose, so it doesn't pinch. If you accidentally attach the jaw to the wrong cable, don't worry - you won't damage anything. Just unclip it, and try again.

Now stand your transmitter in a dry place where it won't get knocked over and damaged. It's supplied with a Velcro sticky pad on the reverse so you can 'stick' it on a wall. For the best signal, make sure the transmitter's aerial is in an upright position.

Your monitor

Your monitor's display should immediately show you how much electricity you're using. Give it a quick test by turning off an appliance such as your kettle. Your monitor will take just a couple of seconds to change.

Setting the clock

- 1** Press and hold the 'OK' button in the middle of the monitor for three seconds. When you let go, the screen will clear and the 'hours' display will flash. Use the 'up arrow' and 'down arrow' to choose the correct hour using the 24-hour clock.
- 2** Press the 'OK' button again and the 'minutes' display will flash. Use the 'up arrow' and 'down arrow' again to set the correct minutes.
- 3** Press the 'OK' button and the time will be saved and the screen will return to normal.



Adding your electricity price

Your monitor has been programmed with a default price so to get the most out of it, we recommend you change it to match what your current unit rate is. The information you see on how much money you could be spending at any given time will be much more accurate.

Finding out your unit rate

Look at your E.ON contract if you're a new customer, or your latest E.ON bill to find out how much you're paying for electricity in pence per kilowatt hour (p/kWh).

It will show you your 'First unit rate' (formerly known as your 'Primary unit rate') and your 'Next unit rate' (formerly known as your 'Secondary unit rate'). It may also show you you have a 'Night rate' as well.

You'll need to write down your 'Next unit rate' and if you have one, your 'Night rate' as this is what your monitor will need.

Setting your unit rate

Follow the simple steps below to change the default price to your 'Next unit rate', and if you have a 'Night rate', also follow steps 1 - 4 on Page 15:

- 1 On the monitor, hold the 'up arrow' for three seconds and release. You'll then be prompted to select your currency. Using the arrows, choose £/p, and then press 'OK'.
- 2 The default price will start flashing (the monitor will show 'high' flashing). Using the arrow buttons scroll through until you get to your 'Next unit rate' and press 'OK', then complete this by pressing 'OK' again.

If you have a 'Night rate'

Having a 'Night rate' means you pay a different amount for the electricity you use during the night, compared to what you use during the day (eg an Economy 7 customer). You can programme your energy monitor to take this into account following the simple steps below.

- 1 Again, on the monitor, press and hold the 'up arrow' and 'down arrow' together for three seconds and release.
- 2 You'll be prompted to set your 'low' unit rate, this would be your 'Night rate' given on your bill (remember, you've already just set your 'high unit rate'). Using the 'up arrow' and 'down arrow', scroll through until you get to your 'Night rate', and then press 'OK'.
- 3 You'll then be prompted to set which hours this rate applies to - this is your Economy 7 hours (usually between midnight and 7am). Using the arrow buttons, first set the time your Economy 7 rate starts, then press 'OK'. Then you'll be prompted to set when your Economy 7 hours end.

Some customers have Economy 7 hours which are split across two time periods (eg 11pm to 2am, and then 3am to 7am). Your monitor can only support one time frame so we suggest you set when your Economy 7 hours for when they are first due to start, and when they finally end to give you the best possible indication of how much your electricity use is costing you. Using the example given, this would be 11pm start and 7am finish. Again, using the arrow buttons, set the time and then press 'OK'.

- 4 Your screen will now return to normal.

Understanding your monitor

When your monitor is up and running, the screen will look like this image. To help you understand how to use your monitor effectively, take a moment to study the screen and the explanations below.

- 1** This indicates that the sensor jaw supplied in your Starter Pack is installed. For most homes, this will be one.
- 2** The 'Up/Down' display shows you how much money you spend or save when you turn an appliance on or off. It also shows you the equivalent increase or decrease in the amount of electricity used in watts or kilowatts. This will give you an idea of how much each appliance costs to run.
- 3** The graph shows you how much electricity you used yesterday. It breaks your usage down into three periods - 7am to 3pm the previous day, 3pm to 11pm the previous evening and 11pm to 7am the previous night. You can therefore see, at a glance, when you have used the most and least electricity.
- 4** These buttons enable you to set the monitor and download data once your software is installed - we refer to them as 'arrow up', 'OK' and 'arrow down' throughout this guide.





- 5 This has a range of 30 metres and can transmit through walls, so even if your meter is somewhere awkward or outside, the monitor will still be able to pick up the signal.
- 6 The 'Energy Now' display shows you how much electricity you're using right now in either Watts or Kilowatts. Test it out by switching an appliance, such as your kettle, on and off and watch the figure change.
- 7 The 'Cost Per Day/Month' display shows how much you're forecast to spend on electricity over these periods of time. You'll also see this change as you turn appliances on and off as it shows how much your electricity will now cost if you continue to use this amount. Remember, 5% VAT is added to your electricity bill which the monitor doesn't take in to account.
- 8 This shows how much electricity you've used in kWh. The display scrolls every ten seconds between the amount used in the last day, the last 7 days and the last 30 days. You can scroll through manually by pressing the 'OK' button.
- 9 This shows you the time once it's been set and the temperature, which are displayed all the time when your monitor is turned on.

Making the most of

your monitor

Welcome to your Energy Fit software - you'll find the CD you need to install this software attached to the back of this booklet.

Your software enables you to understand more about how and when you use electricity at home.

It works by downloading data from your monitor. It then shows you this data in a variety of graphs so you can choose to see what you've used during the last day, week, month, or quarter. The software also includes hints and tips on ways you can save energy with its '100 ways to save' section.

Home



Download



Energy usage



Installing your software

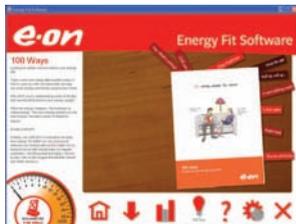
Before you begin

- You'll need to have MS Windows 7, MS Windows XP or MS Windows Vista to be able to run the software, and your PC or laptop will need a CD drive for the installation.
- If you have a Mac, virtually all new models are able to run this software (they need an Intel processor running Mac OS X v10.4.6 or higher), as long as they have a Windows application installed - either Windows XP or Windows Vista additional software.

Simply insert the software CD which should launch the software installation wizard. Follow the installation wizard and when it's completed, launch the software from the Programmes menu. To launch the software for the first time after you've installed it, click on Start > All Programs > Energy Fit.

You'll find six sections in your Energy Fit software which guide you through the set up, downloading your data, viewing your energy use, tips on how to save energy around the home, your questions answered and how to update your personal settings.

100 Ways



FAQs



Settings



How to link your monitor to your PC

Once you've installed the software, follow these easy steps to get connected.

Step 1

Connect your energy monitor to your PC or laptop with the data cable provided. One end of the cable fits in the underside of the monitor and the other end fits into a USB port on your computer. Your energy monitor will need to be plugged into a power supply. You then need to click 'Next' as prompted by the software.



Step 2

Your software is provided with a default electricity price already set. We recommend you change it to match what your current unit rate is by clicking on 'Customised Set Up' and following the steps on Page 21. **If you're happy to use an average electricity price then click on 'Express Set Up'.**



Step 3

Your monitor is now connected. All your settings have been set to default values. Click 'Finish' to complete.



Customised set up

If you want more detailed information from your energy monitor or you're on an Economy 7 tariff, you can personalise your energy prices by following these simple steps.

Step 1

Connect your energy monitor to your PC or laptop with the data cable provided. One end of the cable fits in the underside of the monitor and the other end fits into a USB port on your computer. The energy monitor will need to be plugged into a power supply. Then click 'Next' on your software.



Step 2

Personalise your electricity prices by choosing, 'Customised Set Up'. Have a copy of your E.ON contract (if you're a new customer) or your latest bill to hand as you'll need to input your electricity prices.



Step 3

Select either 'Standard' or 'Economy 7' according to how you set the electricity price on your monitor (pages 14 - 15).



Step 4

If you are on our **'Standard' tariff**, insert your 'First unit rate' (formerly known as your Primary unit rate), and then insert your 'Next unit rate' (formerly your Secondary unit rate). Then click 'Next'.

Setup 100%

Step 3 of 3:
Please select your meter from the options below:

Standard Economy 7 It's a 7 day!

Please look at your bill for the unit prices and then enter them into the boxes that will appear below.

First Rate: p/kWh It's a 7 day!

Next Rate: p/kWh It's a 7 day!

Step 5 (Economy 7 prices)

Or if you are on our **'Economy 7' tariff**, you'll need to insert your 'First unit rate' (formerly known as your Primary unit rate), followed by your 'Next unit rate' (formerly your Secondary unit rate), and finally your 'Night rate'. Then click 'Finish'.

Setup 100%

Step 3 of 3:
Please select your meter from the options below:

Standard Economy 7 It's a 7 day!

Please look at your bill for the unit prices and then enter them into the boxes that will appear below.

First Rate: p/kWh It's a 7 day!

Next Rate: p/kWh It's a 7 day!

Night Rate: p/kWh It's a 7 day!

Downloading your data

Step 1

If it's not connected already, connect your E.ON monitor to your PC or laptop with the cable provided. One end of the cable fits in the underside of the monitor and the other end fits into a USB port on your computer. This will take a few moments. Then click 'Next' as prompted by your software.



Step 2

To download your data, it's important to **hold down the 'OK' and the 'down arrow' button on your monitor simultaneously** until you see the red light flash on the front of it.



Step 3

This will take a few seconds. Then click on 'Finish' to see your energy usage shown displayed on your software.



Seeing your energy usage

You can choose to see your energy usage in a number of ways - either a quick overview or a more detailed report.

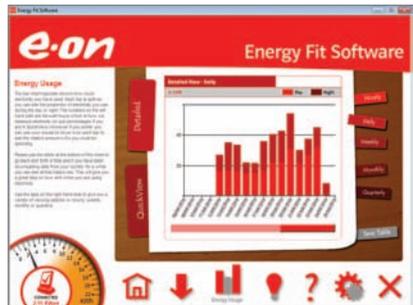
QuickView

Choosing 'QuickView' shows you how much electricity you've used weekly, monthly and quarterly. You'll be able to see your usage split by how much you've used during the day/night, during the week/weekend, or during your peak and off peak hours if you're on Economy 7.



Detailed view

Choosing 'Detailed' means you can see your energy usage quarterly, monthly, weekly, daily, and even hourly. Once you've downloaded your data a few times, you'll also be able to scroll back in time giving you great insight into how and when you're using the most electricity.



Ways to help you save

Looking for simple ways to reduce your energy bill?

That's where this handy little guide comes in. We've come up with 100 ideas that could help you save energy and money around your home. Simply flick through the sections to find out what you can do today.



Your questions answered

If you're not sure about something related to Energy Fit, check out our 'frequently asked questions' section.



Updating your personal settings

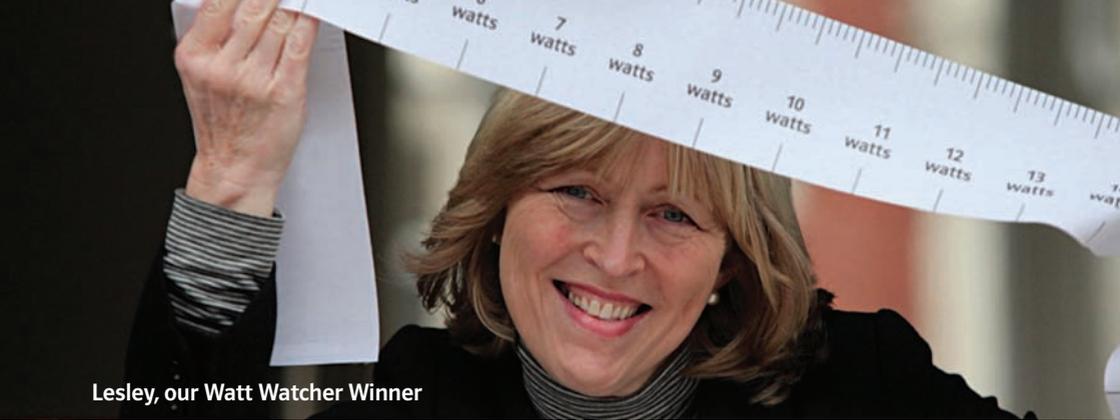
You can update your personal settings at any time, simply select the 'Settings' icon and follow the instructions to update your tariff information.



Useful tips

- You can watch a film of two of our customers installing their energy monitor at eonenergyfit.com
- Your monitor can work up to 30 metres away from its transmitter (once the transmitter is connected to your electricity meter) and will even pick up signals through walls. If you're experiencing low reception, try to position your monitor in a room not too far away from your meter. It's also useful to stand it somewhere convenient so you can see it. Remember, you can unplug your energy monitor and take it to your PC or laptop for when you're wanting to download your data and use the software, as it won't lose any of its information.
- If you can't get to your meter's cables, or have any concerns about fitting the sensor jaw, you can speak to one of our team by calling 0800 092 9106 and selecting option 1.
- If your monitor's display shows 'dashes' (---) instead of '0 watts' a minute or so after connecting the sensor jaw to your meter cable, try following the process again. If it's still not connecting, call us on 0800 092 9106 and select option 1.

Our advisers are on hand Monday to Friday, 11am to 7pm, and Saturdays 9am to 5pm.



Lesley, our Watt Watcher Winner

So what could **you** save?

Well, that's really down to you and your family...what we do know is that our Watt Watchers managed to save quite a lot. Winner of the challenge, Lesley Roberts from Newcastle, managed to slash the amount of energy she was using by a massive 40% in just three months.

"Watt Watchers has been a fantastic experience for me. I've made a big effort to be more energy efficient and have genuinely enjoyed my journey towards a greener future. The lessons I've learned over the course of the competition will definitely last a lifetime."

You can read more about what Lesley and our other Watt Watchers did at eonenergy.com/wattwatchers, and our specialist Energy Efficiency Team is on hand with tips and advice to help you along your way. Get in touch by calling 0800 092 9106 and selecting option 2, they're available Monday to Friday 9am to 5pm.

As you can see, small changes around the home can lead to big savings. Now, it's over to you...

Your questions answered

Q. What is my Energy Fit Starter Pack costing me?

Nothing, it's free. And, using your monitor could save you money on your energy bills as you become more aware of the electricity you're using around your home.

Q. Does my monitor use any electricity?

Just 2p per week - the same amount it costs you to charge your mobile phone.

Q. What should I do if I'm moving home?

Give us a call to let us know you're moving. You need to disconnect your sensor jaw, transmitter and monitor so you can take them with you. Then contact us on your moving day with your closing meter reads from your old home, and your opening reads for your new home. We're available on 0845 052 0000 Monday to Friday, 8am to 8pm, and Saturday 9am to 5pm. When you move, we'll ensure you have a smooth transfer of your energy supply. You'll then be able to install your monitor and equipment in to your new home using this guide - so keep it safe. To receive future energy fitness advice and offers, you'll need to remain a customer of E.ON.

Q. Where should I put my monitor?

It's up to you. It makes sense to place it where it can easily be seen at a glance, perhaps in your kitchen or lounge. Just make sure it's within 30 metres of your electricity meter so the reading is clear.

Q. Can I download my software to any PC?

You'll need to have MS Windows 7, MS Windows XP or MS Windows Vista to be able to run the software, and your PC or laptop will need a CD drive for the installation. If you have a Mac, virtually all new models are able to run this software (they need an Intel processor running Mac OS X v10.4.6 or higher), as long as they have a Windows application installed - either Windows XP or Windows Vista additional software.

Q. How should I look after my monitor?

Your monitor shouldn't need any servicing or maintenance, it can be kept clean by using a slightly damp cloth or duster. But there's a few do's and don'ts to remember:

- Don't immerse any of the equipment in water or other liquids.
- Don't expose any of the equipment to extreme

temperatures, flames or steam.

- Don't try to open any of the equipment or touch any of its electronics.
- Don't hit or drop the equipment as it might break - take special care not to touch the liquid crystals if the monitor display gets broken.
- Don't try to use the monitor for anything other than its intended purpose.
- Do enjoy seeing how much electricity you're saving every day!

Q. My monitor isn't working, what should I do?

Your Energy Monitor should reach you in perfect condition, and should last you many years. Make sure you've installed it correctly. If it's still not working properly, see if the troubleshooting table at the back of this guide helps.

Q. Will all my information be lost in the event of a power cut?

No, all information is stored in the memory apart from the clock which will need resetting.

Q. Is my monitor under warranty?

Yes, it comes with a one year warranty. If your monitor isn't working and you've tried

the above advice, and have spoken to our team, you can return it to us using the address provided below. We'll send you a replacement within 28 days of receiving your faulty equipment.

Q. Does my monitor need batteries?

The monitor has been specifically designed to run off the mains power supply, so it's always on, ready to give you information at a glance.

Q. Does it matter where I put the monitor?

No, but it makes good sense to place it where you can easily glance at it, perhaps at your desk or on a shelf. The radio signal from the transmitter should cover a distance of 30 metres, but solid walls and obstructions can affect this.

Q. Does it have to be professionally installed?

No, the energy monitor device is not intrusive; this means that no electrical connection is made. However, please follow the instructions in the User Guide when you install the sensor. If you are unsure contact a qualified electrician. If the connection looks loose or the meter looks damaged, please give us a call or consult a qualified electrician.

Q. Will my monitor detect faulty appliances?

The monitor won't identify if the appliance is faulty, however keep an eye on the monitor when different appliances are turned on and off. Check the consumption against the manufacturer's specification, it may differ slightly and older machines are almost certain to use more. There will come a time when the appliance is using far more than it should and you could consider replacing it.

Q. I've noticed that if I'm using a lot of electricity at a point in time the screen goes blank. Why does it do this?

This should only happen when you're using more than 20kWh at any one time, this is a large amount of electricity. The display will go blank due to the limitations of the segments on the screen for peak usage amounts over 20kWh. The data will be stored in the history though so you won't lose any of it.

Q. Do I unplug the monitor when I leave the house?

We'd recommend leaving it on so you can see how much you're using when you're not there. The monitor will store your hourly consumption on a rolling 30 day basis.

Q. Why is the energy used different than that on my electricity meter?

The energy monitor is specifically designed to highlight areas of usage, it's not intended to replace your meter. It can complement your meter by showing you what appliances are costing money now or recently, whereas your meter will show you accumulated usage. The monitor receives information every six seconds whereas your meter continually records usage.

Q. Why are we not monitoring gas?

This energy monitor is not designed to monitor gas. The technology used to monitor gas consumption is at a very early stage and we want to make sure it is reliable before we provide our customers with this. However don't forget to look at our energy saving tips and speak to one of our Energy Efficiency experts about how you can reduce your gas consumption. You can speak to them by calling 0800 092 9106 and pressing option 2. They're available Monday to Friday 11am to 7pm, and Saturday 9am to 5pm.

Q. How long will the batteries in the transmitter last?

The batteries in the transmitter last for 7 years. Due to the long lifetime of the

Troubleshooting

Problem	Possible cause	Solution
No display	Faulty display and/or display power supply	Contact us on 0800 092 9106, pressing option 1.
Corrupted display (incomplete data)	Faulty display	Contact us on 0800 092 9106, pressing option 1.
Alternating readings	Display picking up a signal from a neighbours' transmitter	Tune your transmitter and display again, see page 11
Data does not change	Incorrect installation	Review pages 9-13
Costs reading seems excessively high or low	Correct tariff has not been set	Refer to page 15
Temperature gauge excessively high	Display too close to heat source	Choose a different location
Display is showing '0 watts'	The sensor jaw may be around more than one cable.	Check which cable the sensor jaw is around. Make sure it is around just the 'live' cable - see page 12.
Display shows dashes (--) instead of 'watts' occasionally.	Temporary loss of signal	It should reconnect in a matter of seconds but make sure the monitor is within 30 metres of your electricity meter.

Don't attempt to repair any part of your Energy Fit Starter Pack yourself. If there are any problems and the above suggestions haven't worked, give one of our team a call on 0800 092 9106, and press option 1. Our advisers are on hand Monday to Friday, 11am to 7pm, Saturdays 9am to 5pm.

batteries and in order to avoid waste we have not included any replacement batteries.

Q. Can I have another Energy Fit Starter Pack?

You are only eligible for ONE Energy Fit Starter Pack per household.

Q. What are the key telephone numbers I need to be aware of?

To talk about any product, tariff price queries you might have you should call our Customer Services on 0845 052 0000. If it's a query about the installation or use of the monitor or software (eg issues, faults, etc), call 0800 092 9106 and then press option 1. To get any energy efficiency advice, or to ask about what your monitor and software is telling you with regards to your consumption, call 0800 092 9106 and then press option 2. Remember lines are open from Monday to Friday 11am-7pm and Saturday 9am-5pm.

Energy Fit Starter Pack - Terms and Conditions

Only one Energy Fit Starter Pack per household. You are responsible for fitting the monitor. Please ensure that it is safe to fit the transmitter at your electricity meter. If you are in any doubt consult a qualified electrician. We will not pay for any costs incurred in installing the monitor or transmitter. The monitor should be installed within 30 metres of the transmitter for information to be displayed correctly. We will replace any monitor which fails through normal use within the first 12 months. We will not provide replacement batteries for the transmitter. To receive a replacement monitor please return to the FREEPOST address provided. You will need a computer with CD drive to install the Energy Fit software. Information provided by the monitor and software will not be completely indicative of your bill.

E.ON Energy Solutions Limited

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