

Using your smart meter

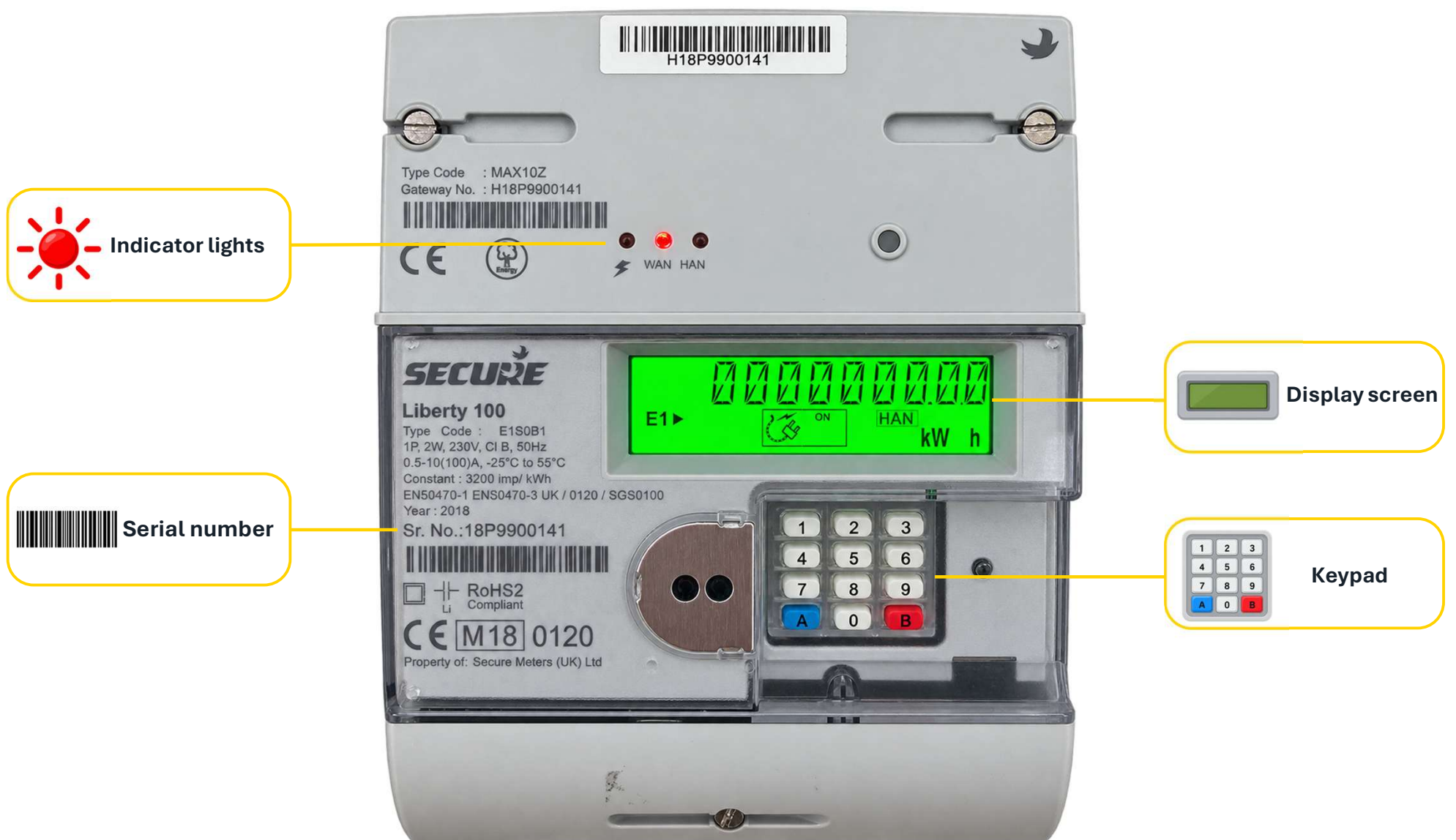


Prepayment customers will receive a separate guide covering top-up and prepayment services.

Welcome to your new smart meter.

This is an important step in modernising Alderney's electricity network and will help provide more accurate and timely information about electricity use, while creating opportunities for improved services, more flexible tariffs and better support for renewable generation in the future.

Thank you for your support and cooperation as we introduce smart meters across Alderney.



What your smart meter does

- Records your electricity use automatically
- Sends meter readings to AEL remotely
- Helps reduce the need for routine manual meter readings
- Gives you and AEL better information about electricity use



What you need to do

- Usually, nothing - your meter works automatically
- Your meter measures your electricity use and sends readings securely to AEL
- Your meter will continue to measure electricity even if communications are temporarily unavailable

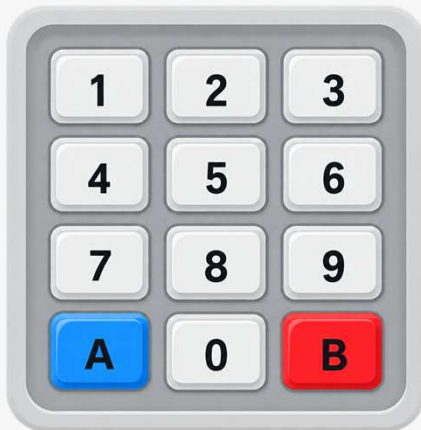


Using your smart meter

Helpful information for credit customers

i Screen blank? Press any number button on the keypad to wake the display.

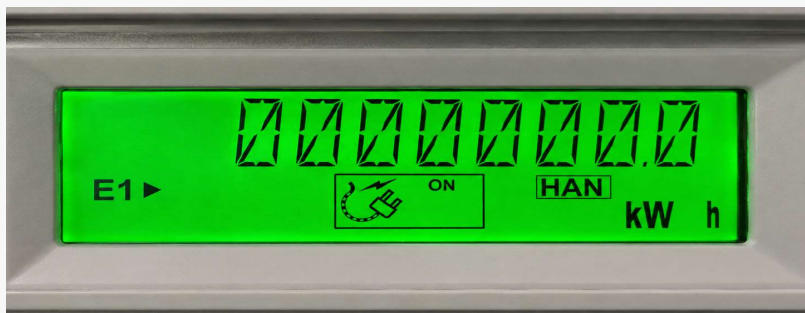
Useful keypad buttons



- 1-4** View electricity use and cost information
- 6** View tariff and meter register information
- 9** View your electricity meter reading
- 0** View additional meter information
- A/B** Used for prepayment functions – credit customers do not normally need these

How to take a manual meter reading

You do not normally need to provide regular meter readings. AEL may occasionally ask you for a manual reading if required.



- 1** Press 9 on the keypad
- 2** The display will show your electricity import reading in kWh
- 3** Write down the number shown

Want more information about your electricity use?



An optional **in-home display (Pipit 500)** can show how much electricity you are using and the associated cost, helping you better understand your electricity use.

Available to purchase separately from Alderney Electricity.

What the indicator lights mean



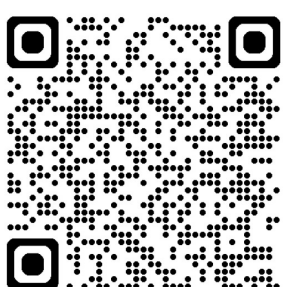
Power light

The left-hand light with the lightning bolt symbol flashes when electricity is being used in your property.



WAN light

The middle WAN light is illuminated when your meter is connected to Alderney Electricity's communications system.



Scan to visit the Smart Meter rollout page

Find answers to frequently asked questions, further guidance and information about the rollout.