



# In-home Display User Guide

[watkinsenergy.co.uk](http://watkinsenergy.co.uk)

**Your in-home display is an  
easy to use touch screen  
device that will help you  
manage your heat account.**

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# Your in-home display user guide

**This handy guide will help you understand how to use and make the most of your in-home display.**

**Your in-home display will help you manage your heat account by keeping an eye on:**

- Your available credit balance
- How much heat you're using
- How much you're paying, and
- Your top up history

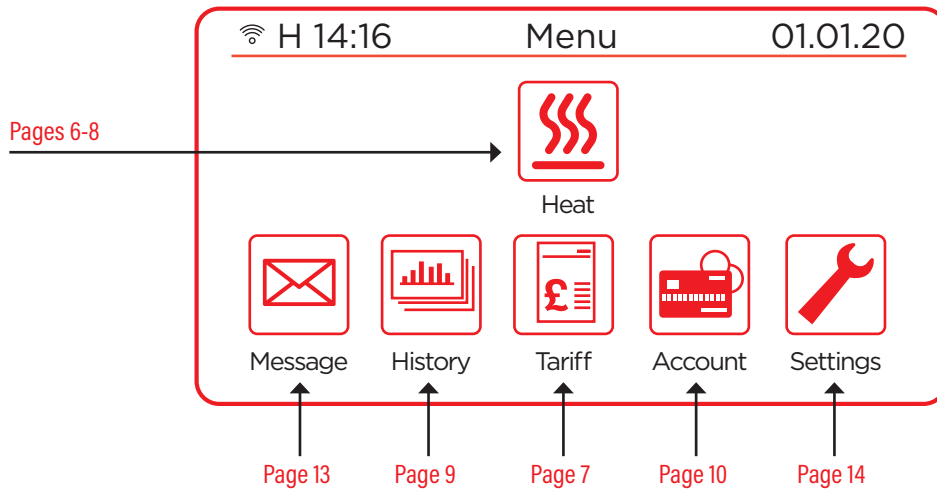
We can also use your in-home display to send you useful messages, for example if we need to let you know that we're doing planned maintenance to the heat network which may interrupt your heat supply.

# 1. Main menu



## You'll find a number of icons in the menu.

You can find out more about the function of each icon in this guide. We've highlighted below what pages you'll need to look at.



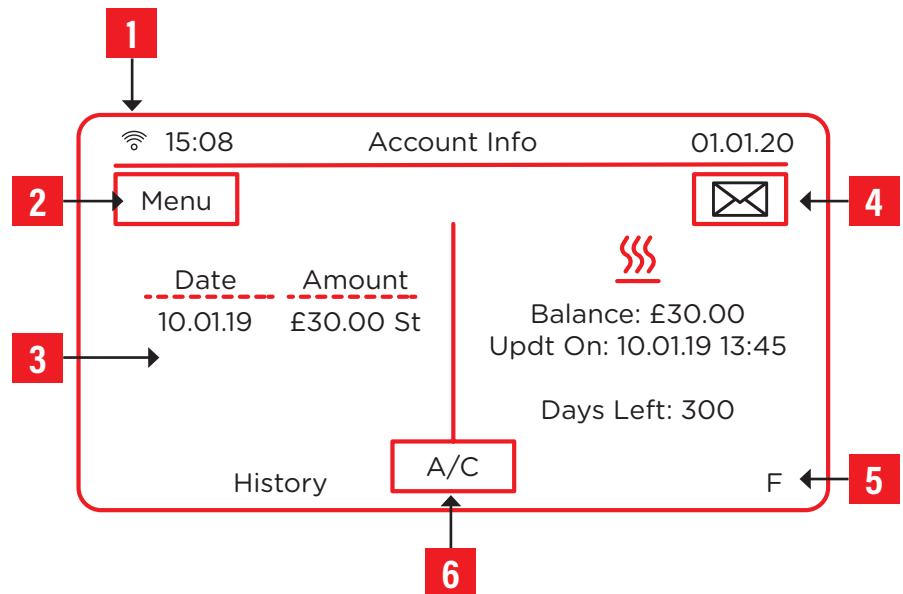
# 2 Understanding the main display



You can access the main display by selecting the 'Heat'  icon from the menu.

On the main display you'll find:

1. Network connection status
2. Menu button  
press this to access the main menu
3. Payment history - showing last 5 top ups
4. Message icon
5. Indicator to show the mode that the meter is operating in:  
P - Prepayment  
E - Emergency credit  
F - Friendly credit
6. Unit selection button - press this to move between your account information (A/C), or consumption information in kilowatt hours (kWh) or CO<sub>2</sub>



# 3. How to check your account balance and heat tariff



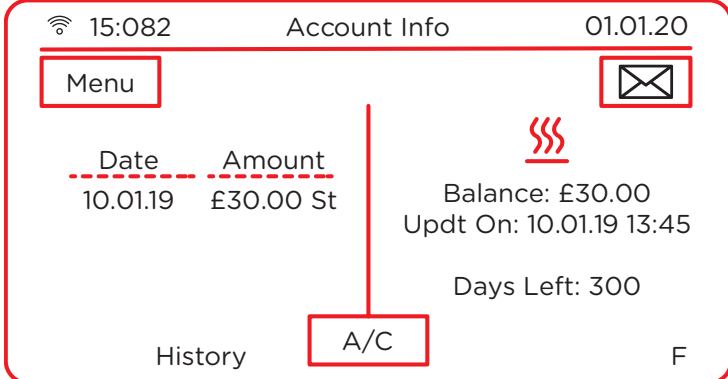
## 1. You can check your balance from the main display in the 'Heat' screen.

You'll be able to see your balance on the right hand side of the screen, when this was last updated and how long we think this should last you. You'll need to keep an eye on this to make sure you don't run out of credit. To help remind you when to top up you can set a low credit alert, to find out how to do this take a look at page 14.

On the left hand side of the screen you'll see details of the last 5 payments you made.

## 2. How to check your heat tariff

By going into the  and selecting the 'Tariff'  icon you'll be able to see details of your heat tariff.



The screenshot shows the 'Account Info' screen with the following details:


- Time: 15:082
- Account Info
- Date: 01.01.20
- Menu (highlighted)
- Envelope icon (highlighted)
- Heat icon (highlighted)
- Table of payments:

| Date     | Amount    |
|----------|-----------|
| 10.01.19 | £30.00 St |

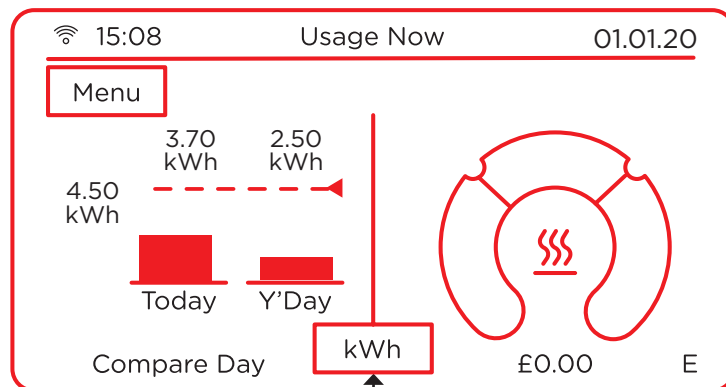
- Balance: £30.00
- Updt On: 10.01.19 13:45
- Days Left: 300
- History
- A/C (highlighted)
- F

# 4. Using your in-home display to manage your heat consumption

## 1. How to view current usage

Touch **A/C** on the 'Heat'  screen to see how much heat you're using in near real-time. This is shown in kilowatt hours (kWh). You can also see how much your heat use is costing you per hour (£/h) or how much CO<sub>2</sub> this is creating (CO<sub>2</sub>kg). Use the 'Unit' selection button to choose which of these you want to see, changing the unit will also change the unit for the information shown on the left hand side of the screen so they're the same.


On the left hand side of the screen you'll see your energy consumption graph for the day, which will also show a comparison with the previous day so you can see how your usage compares. If you've set a daily usage target you'll also be able to see how you're doing against your target.

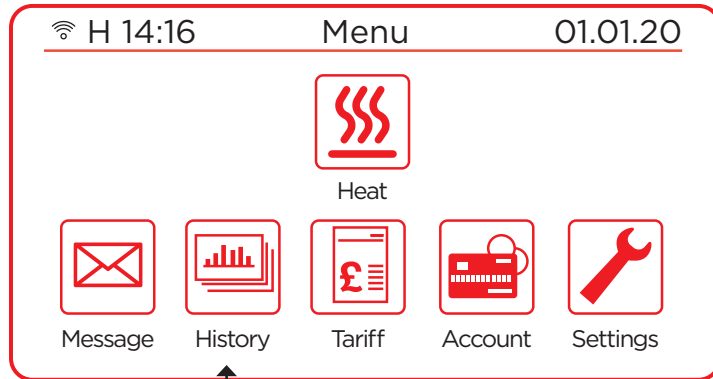


Unit selection button



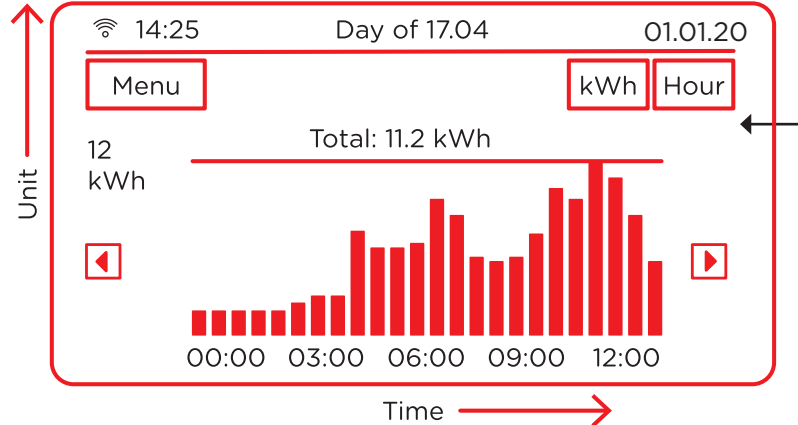
## 2. How to view your historical usage

From the main **Menu** icon you'll need  to select the **History** icon. This will let you see your half-hourly usage pattern over the past 24 hours in a graph.



Use the arrows on either side to scroll backwards and forwards through the data. The screen will also show your total daily usage and how this compares with your daily usage target, if you've set one.

**Hour** Use this icon to change the display to see your hourly or daily usage.




## 3. Setting up your daily usage target

To help keep your heat use under control, you can set your own daily target for how much heat you'd like to use. Find out how to set your own daily usage target on page 14.

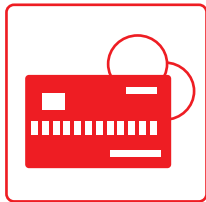
# 5. How to manually add a top up when the payment hasn't automatically been credited to your account



To manually add a top up you'll need a payment receipt with a payment reference number.

Select the 'Account'  icon from the main menu to access the payment screen. In the transaction screen enter the vend code number printed on your payment receipt.

Type in number from vend code token. Press  to correct. Press  when complete. Once you've entered the number a notification will pop up on the screen to tell you that your top up has been successful.



Transaction 01.01.20

Type in number from vend code token.  
Press 'delete' to correct.  
Press 'enter' when complete

|        |   |       |
|--------|---|-------|
| 78     |   | 9     |
| 45     |   | 6     |
| 12     |   | 3     |
| delete | 0 | enter |

# 6. How to activate your emergency credit




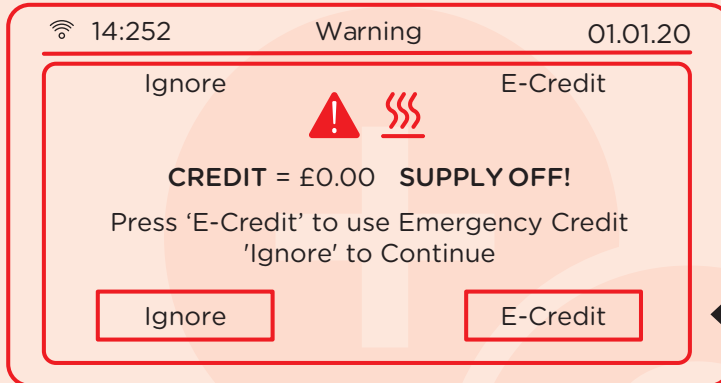
You can activate Emergency Credit (EC) either from the Low Credit or Zero Credit warning screens. Once the credit in your account reaches the Low Credit threshold, EC will be made available for you to activate.



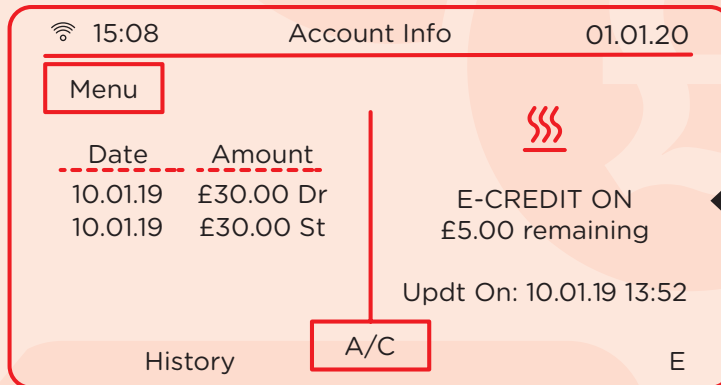
If you decide not to activate it, a second warning screen will appear when there is no more credit left on your meter which will again offer you the opportunity of activating EC.



If you press  on the above 'SUPPLY OFF' warning screen, then your supply will be suspended and the 'Heat'  screen will show 'SUPPLY OFF' and the minimum top-up amount.



To activate EC just press the **E-Credit** button on either of the warning screens.



Once activated, the 'SUPPLY OFF' message on the home screen will be replaced with the 'E-CREDIT ON' message




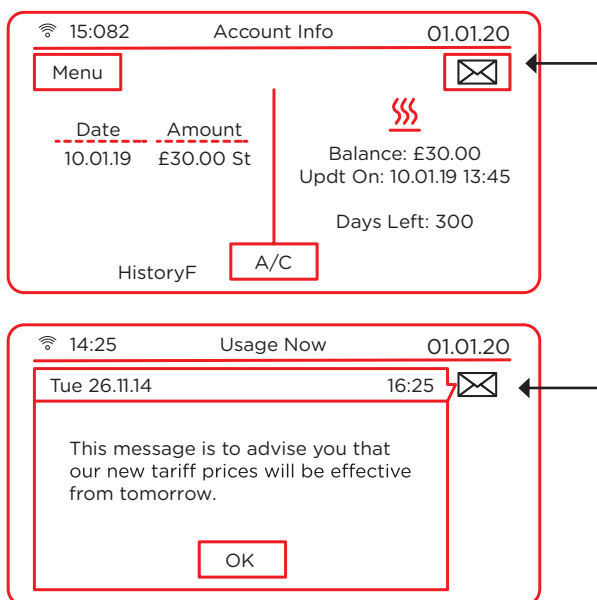
**Remember:**


We allow a £5 emergency credit facility to stop you from being without heating or hot water for a short period of time, until you're next able to top up. Once your emergency credit has run out your supply will be suspended until you add credit to your meter. When you next top up, we'll automatically deduct any money used from your emergency credit from the money you use to top up your meter. This means you'll need to add enough credit to pay for the emergency credit that you used, plus the amount you want to have available on your meter.

# 7 How to read your messages



If you have a new message, then the  icon will appear in the top right-hand corner of the Home screen. Touch the icon to see the message page as shown below.





You can also access your messages from the **Menu** by selecting the .


Press the **View** button to see each message.

# 8. Personalising settings on your in-home display



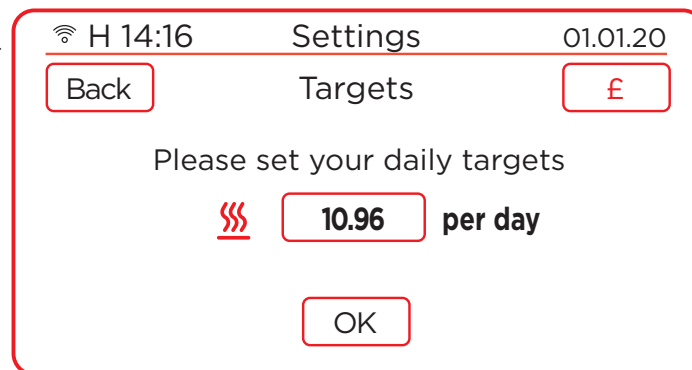
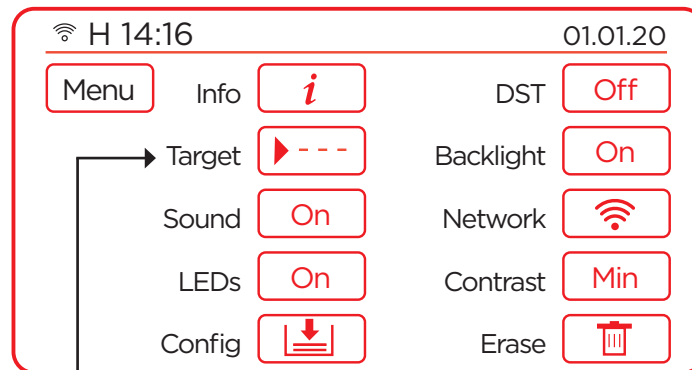
By selecting the 'Settings'  icon from the  you can personalise a number of settings on your in-home display, including your low credit alarm threshold and daily consumption target.

## How to set a daily consumption target

You'll need to select the 'Target'  icon. By setting a daily consumption target you can visually check on your consumption graphs if your consumption is above or within your target level. Take a look at page 7 for more information.

## Low credit warning threshold

In 'Target' you'll also be able to change your low credit warning threshold. You can also turn on 'Sound' so you get an audible alarm.



# Contacting us

**Whatever you need, we're here to help.**

Get in touch today to talk to one of our friendly Customer Care Team



**0330 324 0018**

(local rates apply)

Monday to Friday 8am - 5pm



**[help@watkinsenergy.co.uk](mailto:help@watkinsenergy.co.uk)**



**[www.watkinsenergy.co.uk](http://www.watkinsenergy.co.uk)**



By writing to us at;  
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For more information about our services check out our website which has lots of useful information, tips and answers to frequently asked questions.



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