Smart In-Home Displays: Frequently Asked Questions

Having Problems with your Smart In-Home Display?

If you are experiencing a problem with your smart metering system that has resulted in incorrect data being shown on your Smart In-Home Display (IHD), try these ideas first, then read the FAQs following. If the problem continues, contact your energy supplier.

Things to Try First

- Switch your display off, wait one minute, turn it back on
- Plug in and charge your In-Home Display
- Move your display closer to your smart meter, ideally within five metres

If the problem continues, try one of the ideas in our Frequently Asked Questions or please contact your energy supplier.

Problems with switching on, charging or the battery

1. What should I do if my IHD isn't switching on or charging?

To turn on your In-Home Display, use the round on/off button on the back. Hold it for several seconds. If it still isn't working, plug in the display and try again.

If your display is charging properly, it will show an icon at the top of the screen to let you know. Try using a different plug socket to check if the socket is the problem. Turn the display off using the on/off button on the back of the device, wait a minute, then turn it back on again.

If the IHD still isn't switching on, it may be faulty. Please contact your energy supplier for a replacement.

2. Do I have to leave my In-Home Display plugged in?

Your In-Home Display has an in-built rechargeable battery that enables you to walk around the house and turn your appliances off and on to see how much energy they use and determine where you can save energy by changing your behaviour or investing in more energy efficient appliances. Please note, the IHD isn't designed to be unplugged for long periods, so remember to plug it back in again when you're done. The IHD uses a very small amount of power, about 0.6W, which should cost you less than £1 per year, even if it is on for 24 hours per day.

3. My In-Home Display keeps rebooting, or switching itself off

In order to keep all elements of your smart meter system up to date, your energy supplier performs regular remote firmware updates. In some cases, a firmware update of your communications hub may disconnect your In-Home Display from the smart metering system.

In this case, your in-home display will automatically try to establish a secure connection with your communications hub. If it is unable to connect, the IHD will restart itself and will continue trying to connect. If you are experiencing this problem, please contact your energy supplier as only they can re-establish the connection between the smart metering system and your IHD.

Error messages, incorrect data or issues with my screen

4. The In-Home Display screen is blank

If your In-Home Display screen is blank, plug the IHD in and leave it to charge. Next, turn it on using the round flat button on the back. Try another plug socket to ensure that isn't the issue. If the IHD screen is still blank, please contact your energy supplier as the IHD may need to be replaced.

5. The In-Home Display is showing an error message

If your In-Home Display shows:

- 'Waiting for data" or
- "Connection lost"

In the majority of cases, this is an error with another element of your smart metering system, rather than your In-Home Display. However, it's worth first turning the IHD off, waiting a minute, and then turning it on again. If the connection icon is not visible, try moving the IHD closer to your smart meter.

If you are still seeing one of these messages, please contact your energy supplier as it means there is an issue with your smart metering system and it is not sending messages to the IHD. Please note that this will not affect your energy supply or the accuracy of your bills.

6. Why do I see dashes instead of my energy data?

There are several reasons why this could happen. From time to time the signal from the smart meter may temporarily be lost. This may be because the In-Home Display is out of range of the meter. Please move the In-Home Display closer to the meter.

It may also be because the smart metering system has stopped communicating with the In-Home Display. If this is the problem you will need to contact your energy supplier so they can manage and update your smart metering system.

7. The In-Home-Display screen has missing data

If the smart metering system has just been installed, some energy suppliers can take up to 48 hours to connect all parts of the system. If your display is still not working after this time, try the next steps below, or contact your energy supplier.

If your In-Home Display has been moved since it was first installed, place it back in the original position or as close as possible to the smart meter and see if this reconnects the IHD with the meter.

If you continue to experience this issue after turning your device off and on again and moving it closer to the meter, please contact your energy supplier as it means your smart metering system isn't sending your energy data to your In-Home Display.

8. The data on my IHD isn't up to date.

If your In-Home Display is not showing up-to-date data, it means your smart metering system is not communicating with or connected to your IHD. This can happen if a remote update to the smart metering system has taken the IHD off the Home Area Network. To re-establish the connection, try turning your IHD off and on again. If the data is still not up-to-date, please contact your energy supplier.

9. The IHD shows my gas usage is £99,999!

This is a known issue in the smart metering industry when, due to a fault in the smart metering system, your In-Home Display shows your monthly gas usage as £99,999.

This issue occurs when the communications hub sends incorrect data to your smart In-Home Display. Your energy supplier will need to perform a remote firmware update to the smart metering system, but this is not yet possible.

If you are experiencing this issue, please contact your energy supplier so they can advise you further.

Please note that despite your smart metering system sending incorrect data to the IHD, the meter will still be supplying energy and recording your usage accurately.

10. Why isn't the time on my In-Home Display correct?

The In-Home Display displays data from the other elements of the smart metering system. The time is sent from your communications hub to your IHD - the IHD does not have an internal clock. If your IHD is displaying the incorrect time for more than 48 hours, please contact your energy supplier so they can update your communications hub.

11. My IHD doesn't show my historical data

If your In-Home Display isn't showing your historical data, there is an issue in your smart metering system, which means it isn't sending this data to your IHD. Try turning your IHD off and on again to re-establish the connection. If you still can't see this data, please contact your energy supplier so they can re-connect your smart metering system to your IHD.

There is an error with the information about my fuel usage

12. Why is the In-Home Display only showing data for gas, when I have both gas and electricity?

If your In-Home Display is only displaying information for gas, it means the electricity meter is not communicating with or connected to your IHD. Move your display closer to your electricity meter, turn the IHD off, wait a minute and turn it on again.

If after 48 hours your IHD is still not displaying data for both fuel types, please contact your energy supplier. In the meantime, please note that your smart meters will still be supplying energy and recording your usage accurately.

13. Why is my IHD showing only electricity information but not gas?

If your smart meters have been installed in the last week, please wait a couple more days, as it can take longer for gas meter information to update for the first time. If it has been more than a week, please contact your energy supplier.

14. Why is my IHD saying that I am using gas when I am not?

Your energy costs include the energy you use and your standing charge. Your standing charge is displayed on your In-Home Display each day whether you are using energy or not. The daily standing charge is added at around midnight each day. If you are still concerned that your bill is not accurate, please contact your energy supplier.

15. Why can't I see my instant gas usage?

Gas meters only update every thirty minutes. Therefore, your In-Home Display can only show updated information every thirty minutes and is not able to provide instant gas usage. For more information, please contact your energy supplier.

Problems with prices, tariffs, costs and bills

16. I have changed my tariff. Why is my IHD showing the old tariff?

The In-Home Display reads the tariff from the communications hub - it does not store any tariff information. When you change tariff, it can take us a few days to load your new tariff onto your communications hub, which then transmits the data to your In-Home Display. If your new tariff information still isn't showing after 7-10 days, please contact your energy supplier.

17. Why can't I see my day rate and night rate on the IHD?

Your In-Home Display shows your rate as communicated from your smart meter/meters. If the meter has not been programmed to read and transmit both day and night rates, the In-Home Display won't show that. Please contact your energy supplier for more information.

18. Why are the price figures on my IHD different to the ones on my bill?

The figures on your In-Home Display will almost always differ slightly from your bill. The IHD displays the energy data sent to it from the communications hub. This does not include any discounts - such as a direct debit discount - applied by your energy supplier. Also, the smart metering system records information for a rolling period - day, week, month, year. This will most likely not match the dates of your billing period.

If you are concerned about the accuracy of your bill, please contact your energy supplier.

19. How accurate is the cost shown on my IHD?

Your In-Home Display accurately shows your energy usage as the smart meter records it. Your display shows your usage, costs and rate as transmitted from your communications hub. As the smart metering system records information for a rolling period - day, week, month, year - this will most likely not match the dates of your billing period.

If you have further concerns about the accuracy of your bill, please contact your energy supplier.

Moving home and changing supplier

20. What happens with my IHD if I move home?

If you're moving home you need to leave the Smart In-Home Display behind. Please switch it off and leave it somewhere visible. This is because it is connected to the meter or meters at the property you are leaving and will be of no use in your new home. If you do not have an IHD at your new property, please contact your energy supplier.

21. What if I change my energy supplier?

If you change supplier, your In-Home Display will still be compatible and you won't need to get a new one. The smart metering industry has worked closely with the government and energy suppliers to ensure all devices and suppliers are compatible. However, if you have a first generation smart meter, changing suppliers may result in reduced IHD functionality and incorrect data. Please note that each energy supplier has its own policy and your display functionality may differ when you change supplier.

On-screen language problems

22. My device has switched to Welsh unexpectedly. How can I change it back to English?

If your In-Home Display has changed language to Welsh unexpectedly, please follow these steps to return it to English.

1. Press the 'OK' button at the bottom of the In-Home Display, and press the right arrow button until you see 'Gosodiadau [IAWN]'.
2. Press OK. This takes you to SETTINGS.
3. Press the right button until you see 'Dewis iaith [IAWN]'.
4. Press OK.
5. Select English on the left, by pressing the left arrow, then 'OK'
6. If this doesn't work, you may need to try the next Settings option, 'Clirio Gosodidau [IAWN]'.

If you are still having problems, please contact your energy supplier.

Where to go for more information - user guides

23. I don't have a user guide, can I get a new one?

Please use this link to watch a video user guide of your In-Home Display. Make sure you watch the video that matches your type of IHD. If you would like a printed user guide, please contact your energy supplier.

 If you continue to have any problems or questions, please contact your energy supplier.