

G10

SMART METERING HUB

User Guide

The G10 Smart Metering Hub offers a range of features to manage your energy usage efficiently. This booklet will provide you with information on how to make the most of your new smart meter.

Contents

What is the G10? / Key features	04
How to use the G10	05 - 07
How to top-up and pay	08
Messages	09

What is the G10?

The G10 is an easy to use smart metering hub that helps you keep track of how much energy you use.

The In-Home Display shows your energy use in a clear way. You can spot patterns, understand when you're using the most and make small changes to save energy and money.



Key features

FLEXIBLE TOP-UP OPTIONS

SET DAILY BUDGETS TO CONTROL YOUR SPENDING HABITS

MONITOR YOUR USAGE USING THE IN-HOME DISPLAY

VIEW YOUR PRE-PAYMENT ACCOUNT STATEMENTS

Home screen navigation

Home screen overview

The graph on the right side of the G10 home screen displays how much energy / heating and hot water has been used, and how much of your daily budget remains. You can change your spending view to daily, weekly, or monthly at any time. The buttons shown below are used to navigate various settings and options on your G10.

Home button:
Press this button to navigate back to the home page of the G10.

Menu selection:
Use this button to open the settings menu of the G10.

Navigation buttons:
Use these buttons to scroll through the menu pages on the G10.



Navigating the menu

Credit alerts:
Toggle alerts on / off for your credit balance.

Budget settings:
Manage daily budgets and alerts.

Tariff / standing charge:
View details about your energy rates and fixed daily charges.

Display settings:
Adjust how information appears on your device.

Detailed settings

1 Credit alerts
Toggle on / off credit balance alerts.

2 Budget

Set budget per day: Establish a daily spending limit on energy.

Budget approach alert: Set an alert for when you are nearing your budget limit.

Budget exceed alert: Set an alert for when you have passed your budget limit.

Strict budget: If enabled, the energy supply will shut off if your usage exceeds the set budget.

What to do if your supply switches off after exceeding your strict budget:
If you have set a strict budget and your energy usage goes over this amount, your supply will automatically switch off.

When this happens, you can turn the supply back on in one of the following ways:

Option 1: Restore supply from the on-screen message pop up

Option 2: Restore supply from the home screen alert

Option 3: Restore supply from Budget Settings

Once you restore the supply, your energy will come back on as normal.

3 Tariff and standing charge
Details such as the price per unit and the measurement units for the tariff are visible here.

4 Meter readings
You can view the most recent meter reading on your G10 In-Home Display.





5 Display settings

Time format: Choose 12-hour or 24-hour format.

Date format: Select your preferred date format DD/MM/YYYY, MM/DD/YYYY

Brightness: Adjust the screen brightness to your preference.

Screen timeout: Set how long the screen stays active before going to sleep.

Touchscreen click: Enable or disable click sounds on the touchscreen.

Alert active hours (start / end time):
Define hours during which alerts are active.

Top-up instructions

Topping up your account is quick and easy.

You can:

- Top up at any PayPoint outlet using the card that we send you
- Call our Contact Centre to pay over the phone by credit or debit card

Your top up should wirelessly transmit to your Pay as You Go hub and your supply will resume within a few minutes.

Top-up code:
If your top-up does not automatically transfer to your hub, it may be experiencing a signal issue. Call the SSE Customer Service team, on 0345 078 3215, to receive a code to type into your Pay as You Go Hub.

If you need to use your emergency credit,
you can do this in the top-up section of the G10.

Messages

The G10 messaging feature helps you stay informed about your account and your heat supply, without needing to contact customer services.

Messages appear automatically on your screen and are easy to read at a glance.

You may receive notifications to let you know:

- When a top-up credit has successfully been added to your account
- If your balance is running low, so you can top up in time
- When there is a change to your tariff or charges
- Updates from your heat network operator

These messages are designed to help you manage your heat supply confidently and avoid unexpected interruptions.

