


# Your SINGLE-PHASE smart meter

## Instruction leaflet

STRASBOURG
ELECTRICITE
RESEAUX

# The latest smart meter has just been installed in your home

Like its predecessor, the smart meter allows you to measure exactly how much electricity you use. This leaflet explains its main functions.

## WHAT ARE THE BENEFITS OF THIS NEW METER FOR YOU ?

- Your electricity consumption readings and standard technical procedures will now be carried out remotely, more quickly and without disturbing you.
- You no longer need to be at home and wait for the technician.
- You can access all available information on this new service at www.strasbourg-electricite-reseaux.fr and learn more about how this new meter works.
- You will be able to monitor your electricity usage online from your computer, tablet or smartphone at www.strasbourg-electricite-reseaux.fr/Le compteur Linky™/Ma Conso.

## AND TOMORROW ?

In the event of an incident or a network outage, it will be quicker and easier to diagnose and rectify the issue at hand.



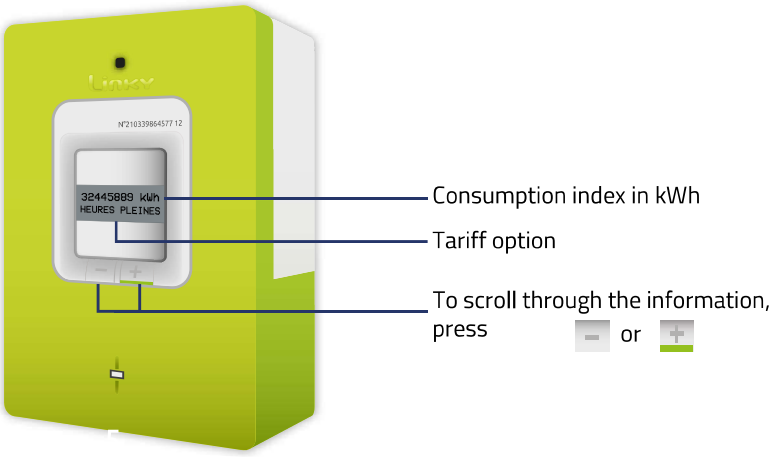
## WHERE IS YOUR ELECTRICITY METER ?

In a house or private residence, the electricity meter can usually be found in a box outside, in the hallway, in the cellar or in the garage. In an apartment building, if the meter is not inside, you can locate the service duct or the technical area usually found in the hallway or underneath the building.

## HOW CAN YOU IDENTIFY YOUR METER ?

To identify your smart meter, check the meter number which appears on your invoice. You will find this number on the front panel of the meter. In the example opposite, the number is 309. You can also identify your meter using the PoD number shown on your invoice. Simply scroll through the display screens on the meter (by pressing the + button) until you see the “PoDnumber”.

## Informations that you can directly access via your meter




## Below are some examples of the meter's dispay screens

**BASIC CONTRACT TYPE**

**Type of contract :**
This specifies the tariff option chosen as part ofyour electricity supply contract.

**12 kVA CONTRACTUAL POWER**

**Contractual power :**
The amount of power that you have subscribed to as part of your contract.

**3252 VA APP POWER**

**Apparent power :**
The power used at the time of consultation.

**8647 VA MAX POWER**

**The maximum power reached during the day, at the time of the reading**
(re-started at midnight each day).

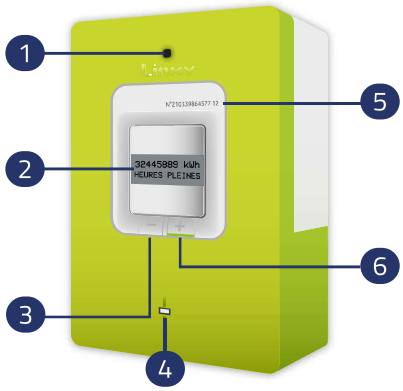
**Visit www.strasbourg-electricite-reseaux.fr/Le compteur Linky™ for more information on how the smart meter works and to view all the display screens (Section "Documentation").**

# The smart meter in detail

**Consumption indicator light**
It flashes according to the amount of electricity being used (the more electricity is being used, the faster the light flashes).

**Display screen**
It allows you to see most of the meter's parameters whenever you want.

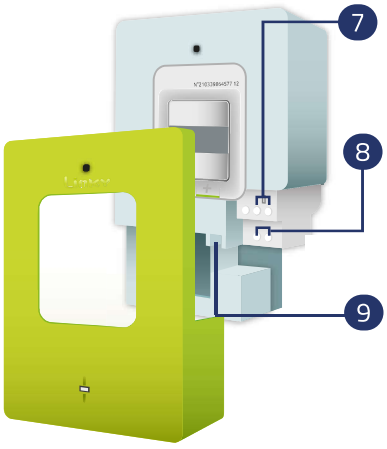
**Scrolling buttons**
By pressing the + and – buttons, you can scroll through various information on the display screen.




**Your meter number**
You can check that the meter number is the same as the number on your invoice.

**Indicator light**
The indicator lights up when the meter is turned off and you are permitted to switch it back on. To do so, press and hold the + button for at least 2 seconds.

**Screw for opening the cover**
By opening the cover, you can access the dry contact, the fuse and the remote customer information.




**Remote customer information**
Various information from the meter (current consumption, apparent power and tariff period) is supplied via this remote information link.

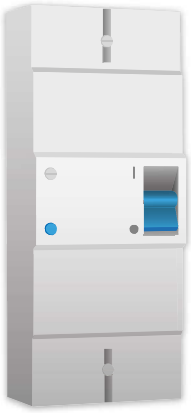
**Dry contact**
The meter enables you to automatically switch on and off some of your electrical appliances (e.g hot water tank) thanks to the dry contact. To do so, get in touch with your installer.

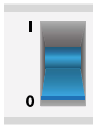
**Fuse**
This fuse is used to protect the dry contact. It is complies with standard IEC 60127-2. Its characteristics, useful in case of change : Cylindrical fuse 5x20mm (In) = 4 A, (Un) = 250 V. If necessary to replace the fuse, consult your installer.

**IMPORTANT SAFETY INFORMATION**

The meter remains connected to the electricity network at all times, even when you switch off the power supply. Do not try to dismantle or move it. The meter is connected to visible and hidden wires. Never drill close to it unless you are sure that you can do so without damaging the wires (otherwise there is a serious risk of electrocution or fire). If you carry out electrical work, always switch off the electricity at the circuit breaker, even if the smart meter is switched off. Should you need a power increase, you remain responsible for checking the capacity of your installation dowstream of the circuit breaker.

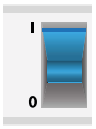
# What should you do if you have no electricity ?






If the circuit breaker is in the **O** position, disconnect or switch off the electrical devices, then set the circuit breaker back to the **I** position.

**1** Check the cricuit breaker




If the circuit breaker is in the **I** position there are two possible scenarios :

## SCENARIO 1
You can easily access the smart meter

**2** Check the meter's power supply.
To do so, consult the smart meter's display screen.

If you see the message PUISSANCE DÉPASSÉE (power exceeded), it means that you have used an excessive amount of power.
To get the power back :
- Disconnect or switch off the electrical devices in order to reduce your demand for power,
- Then, press and hold down the button for at least 2 seconds.



Press the button for at least 2 sec.

**This will switch the power back on.**
If the electricity does not come back on or cuts out again, it means that you have not disconnected enough devices. Repeat the process.

If you see the message CONTACTEZ VOTRE FOURNISSEUR (contact your electricity supplier) please contact your electricity supplier.



Contact your electricity supplier

## SCENARIO 2
You cannot easily access the smart meter

**2** Disconnect or switch off the electrical devices keeping at least one of them on (a lamp, for example).




Set the circuit breaker to the **O** position, wait 3 seconds and set the circuit breaker back to the **I** position.
If the electricity does not come back on, please contact the Strasbourg Électricité Réseaux helpdesk.

If nothing is shown on the meter's display screen or in all other circumstances, please call the Strasbourg Électricité Réseaux helpdesk : **+33 (0)3 88 18 74 00** (call not subject to surcharges).

# In case of a power outage, call helpdesk

## +33 (0)3 88 18 74 00

**(24h/24 - 7j/7) Calls not subject to surcharges.**

Strasbourg Électricité Réseaux, is a public utility company, which manages the electricity distribution network.

It develops, operates and modernizes the electricity network and manages related data. It sets up connections, and carries out 24-hour repairs, meter readings and all technical work.

It works independently from the energy suppliers that are responsible for selling and managing electricity supply contracts.

Legal information : the smart meter gathers several types of information which are digitally processed in order for Strasbourg Électricité Réseaux to perform its electricity supply metering and ensure quality. The smart meter records the average electrical power every half an hour. Except in the event of electricity supply problems, this data is not communicated to third parties without your prior consent. You have the right to access, correct and object to personal data concerning you, which you may exercise by contacting Strasbourg Électricité Réseaux - 26 boulevard du Président Wilson - 67932 STRASBOURG Cedex 9. In the event of difficulty in exercising your rights, you can contact the data protection officer (DPO) of the ÉS group whose contact details are : dpo@es.fr You also have the right to lodge a complaint with the CNIL. "The personal data protection charter" is accessible on www.strasbourg-electricite-reseaux.fr

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**Find us on the Internet :**
www.strasbourg-electricite-reseaux.fr

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