



Customer-Led Network  
Revolution

Planning for Britain's Energy Future

# Your smart washing machine and Peak Electricity Saver trial explained



# Your trial

Thank you for agreeing to take part. The trial will help us understand if a tariff with different rates can encourage consumers to use appliances outside peak demand hours.

## The Off-Peak Saver 3-Rate tariff

During this trial you'll have an electricity supply tariff with three different rates for different times of the day. This means by adjusting when you use energy you can take advantage of lower energy charges outside the peak rate hours. With these tariffs we're hoping to encourage customers to use energy outside of peak demand periods and take some of the strain out of the energy distribution network.

## Here's how the tariff works<sup>^</sup>:

Weekends (Friday 8pm-Monday 7am)	31% below standard rate
Night time (8pm-7am)	31% below standard rate
Peak (4pm-8pm)	99% above standard rate
Daytime (7am-4pm)	4% below standard rate

## Saving money with the smart washing machine

To help keep your energy bills down during the trial period, we would encourage you to use your smart washing machine's 'energy control' function. In the

'energy control' mode, your machine will automatically schedule your wash cycle to take advantage of the cheapest available rate over the next 24 hours and ensure you avoid using the appliance during peak rate hours.

Alternatively the smart washing machine allows you to programme a 'delayed start' or 'finish by' time. The machine will display an estimated price according to the settings you select, giving you an opportunity to adjust the cycle start/end time to one which is both convenient and economical.

You can easily override the 'energy control' mode by switching the 'energy control' function off. There is no obligation to use the 'energy control' mode or programme cycle start/end times.

## What happens next?

Once the Off-Peak Saver 3-Rate Tariff is applied you will receive a letter from British Gas confirming this tariff change. We will also install your new smart washing machine free of charge and connect a small gateway unit to your broadband router.

Note, the Peak Electricity Saver function will not be immediately available upon installation of your new machine. This will be enabled remotely at a later date via your broadband connection. At this time, we will also provide you with additional instructions on how to get the most out of this new functionality.



# How will the trial work?



The gateway unit links to your smart washing machine, sending it tariff information so the estimated price of your selected cycle can be displayed, and receiving cycle selection and energy data which will be forwarded automatically via your broadband connection. We will also collect meter readings from your smart meter. When we receive the data we will store it in anonymous form along with data from other trial participants.

The data will help us learn how, in general, customers are using their energy and, in particular, their smart washing machines, and see if they're taking advantage of the lower tariff rates.

## Your questions answered

### Will I be contacted by the other trial partners?

British Gas together with Durham University will contact you to ask if you'd be willing to complete a survey to help us learn more about attitudes to energy usage.

### What are the advantages of a smart meter?

Using your smart meter's smart energy monitor you'll be able to keep an eye on your energy consumption. You'll be able to see what you're spending on energy and take steps to save on your bills\*. There'll be no more meter readers calling and you won't get another estimated bill.

### What will we learn from this trial?

This trial will provide us with vital information about everyday use of energy. It will especially help us see if by introducing lower rate tariffs we can encourage customers to adapt their usage patterns and help to reduce the peak demand on the electricity distribution network.

### What happens when the trial finishes?

The trial will end on 31<sup>st</sup> March 2014. Only at the end of your trial will the smart washing machine be yours to keep. In order to return the gateway unit we will send you a prepaid envelope. We will also provide advice to make sure you move onto

the most suitable replacement tariff for your circumstances at the time.

### A reward to show our appreciation

We're delighted you've agreed to help us by participating in this trial. As a thank you for remaining on the trial until the end date, we'll be sending you £50 worth of M&S vouchers when the trial ends.

*Thanks again for taking part – your contribution will be invaluable in helping us improve future energy services.*

If you have any questions or wish to withdraw from the trial at any time please call us on **0800 980 8156\***.

\*Percentage variations will be applied to the Standard rate tariff which exists for the region in which you live. The standing charge will be equal to the standing charge for the Standard rate tariff which exists for the region in which you live. Any pricing discounts you already have will be applied as before. Rates and standing charge are subject to change. Full details can be found in the tariff change letter.  
[www.energysavingtrust.org.uk/in-your-home/Your-energy-supply/Smart-meters](http://www.energysavingtrust.org.uk/in-your-home/Your-energy-supply/Smart-meters)

\*Phone lines are open 8am-8pm Mon to Fri, and 8am-4pm Sat. Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. Calls may be recorded and monitored for quality assurance and compliance purposes. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.