

Linky, the latest smart meter from Enedis, has just been installed in your home

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

WHAT DOES THE FUTURE HOLD?

- You will be able to monitor your electricity usage online from your computer, tablet or smartphone whenever you want.
- You can access all available information on this new service via the customer portal at www.enedis.fr and learn more about how this new meter works.

All information regarding this new service is available on the website www.enedis.fr/Linky.

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 Linky 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 "PoD number".

Below are two detachable labels to be attached either to the meter, if it is located within your premises or apartment, or to the circuit breaker, if the meter is located outside of your premises or apartment.



Enedis helpdesk
+33 (0)972 6750
followed by the
number for your
department in France
Calls not subject to surcharges

Legal information: Linky gathers several types of information which are digitally processed in order for Enedis to perform its electricity supply metering and ensure quality. The Linky 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 Enedis Direction Comptage at Tour Enedis, 34 place des Corolles, 92079 Paris La Défense, France.

Enedis 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.

Find us on the Internet



Enedis – Tour Enedis – 34, place des Corolles – 92079 Paris La Défense
Enedis – SA à directoire et à conseil de surveillance, au capital de 270 037 000 euros – RCS Nanterre 444 608 442

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Instruction leaflet
for the linky smart meter
SINGLE-PHASE METER

The Linky smart meter in detail

1 Consumption indicator light
The consumption indicator light flashes according to the amount of electricity being used (the more electricity is being used, the faster the light flashes).

2 Display screen
The display screen allows you to see most of the meter's parameters whenever you want.

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

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

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

6 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.

7 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.

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

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 Linky meter is switched off.
- Should you need a power increase, you remain responsible for checking the capacity of your installation downstream of the circuit breaker.

Informations that you can directly access via your meter



- Consumption index in kWh
- Tariff option
- To scroll through the information, press **+** or **-**

Below are some examples of the meter's display screens

BASIC CONTRACT TYPE

Type of contract:
This specifies the tariff option chosen as part of your 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

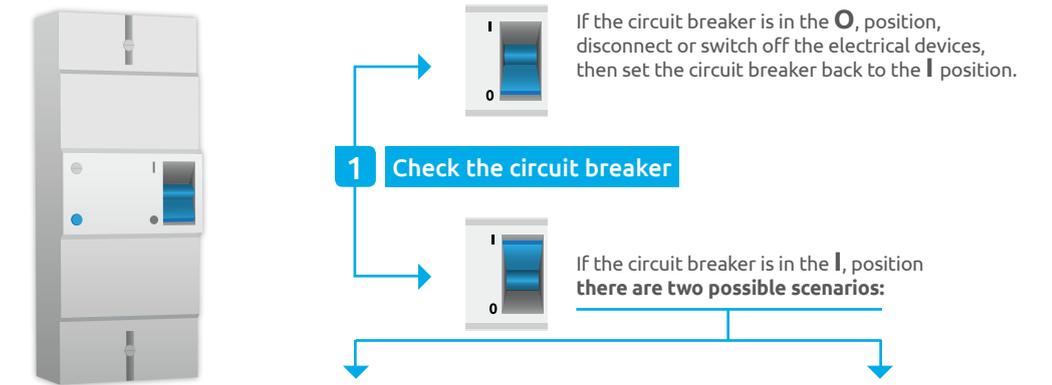
Apparent power:
The power used at the time of consultation.

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.enedis.fr/Linky for more information on how the Linky meter works and to view all of the display screens.

What should you do if you have no electricity?



SCENARIO 1 You can easily access the Linky meter

- 2 Check the meter's power supply.**
To do so, consult the Linky 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

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.



Press the button for at least 2 seconds

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 Linky 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 **0**, 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 Enedis helpdesk.

If nothing is shown on the meter's display screen or in all other circumstances, please call the Enedis helpdesk on +33 (0)972 6750 followed by the number of your department in France. Calls not subject to surcharges.