



SMART CHARGING

ONBOARDING
AND ACTIVATION

TOYOTA LET'S GO BEYOND



CONTENTS

1. What you will achieve from this setup
2. Setup preparation
3. Setting up Smart Charging with a British Gas account (automatic setup)
 - Setting up smart charging
 - Linking your British Gas account
 - Selecting your charging preferences
 - Review and complete setup
 - Always up to date with British Gas
4. Setting up charging with any energy supplier (manual setup)
 - Setting up Smart Charging
 - Entering your MPAN
 - Selecting your energy tariff
 - Selecting your charging preferences
 - Review and complete setup
 - Changing contract to British Gas

WHAT YOU WILL ACHIEVE FROM THIS SETUP



WHAT YOU'LL SET UP

This guide walks you through setting up Smart Charging via the MyToyota app. During setup, you'll provide a few key details so the system can optimise your charging automatically:



Your energy details

Your electricity supply number (MPAN) and tariff type, so the system knows when energy is cheapest for you.



Your departure time

When you need your vehicle ready by – so charging is always complete before you leave.



Your charge preferences

Your target battery level and minimum charge – you decide how much charge you want and the system works within those limits.

ONCE ACTIVE, YOUR VEHICLE WILL:



Charge at the best times automatically

No need to manage individual sessions. Just plug in when you get home and Smart Charging schedules your charging for cheaper, lower-demand periods.



Always be ready when you need it

Your vehicle will be charged to your preferred level by your departure time. The system respects vehicle protection limits and your preferences at all times.



Earn rewards for flexible charging

You will receive ongoing monthly rewards for allowing the system to optimise your charging. You be notified via email when rewards are available.



Let you stay in control

You can update your departure time, target battery level, or switch to manual charging at any time – all through the MyToyota app.



NOTE: Smart Charging does not currently optimise home solar (PV) or integrate with home energy management systems (HEMS). It must be the sole active smart charging controller on your vehicle. Manual charging is always available if you need to charge straight away.

SETUP PREPARATION



WHAT YOU'LL NEED

Before starting, make sure you have the following ready:

- ☒ MyToyota app installed and your account logged in
- ☒ Your BEV or PHEV added to your MyToyota account and Standard Connected Services activated
- ☒ Your Toyota HomeCharge linked in the MyToyota app
- ☒ Your electricity bill to hand (non British Gas customers only)
You'll need your supply number (MPAN) and tariff details from it

If you are a British Gas customer, instead of your electricity bill, you'll need:

- ☒ An active British Gas electricity contract
- ☒ Your British Gas account login details

FREQUENTLY ASKED QUESTIONS:



"Where do I find my MPAN?"

Your MPAN (Meter Point Administration Number) is a 13-digit code found on your electricity bill. During setup, you can also use the app's camera to scan it instead of typing it in.



"What tariff type do I have?"

Most UK households are on a flat-rate tariff – a single price per kWh. If you have different rates at different times, select off-peak. If your rate changes throughout the day based on market prices, select dynamic.



"How long does setup take?"

Around 10 minutes. If you have a British Gas account, it can be even quicker as your energy details are pulled in automatically when you link your account.



"Do I need to be near my vehicle?"

No. You can complete the entire setup from the MyToyota app wherever you are. Please ensure however you are not plugged into the charger when setting up.



WHAT TO EXPECT: The setup process takes you through a few simple screens in the MyToyota app. If you have a British Gas electricity contract, you'll be able to link your account and have your details filled in automatically. If you're with another supplier, you'll enter your MPAN and tariff details manually. Both processes take just a few minutes and lead to the same Smart Charging experience.



SETTING UP SMART CHARGING

with a British Gas account
(automatic setup)

SETTING UP SMART CHARGING WITH A BRITISH GAS ACCOUNT



WHAT TO EXPECT

This process will guide you through Smart Charging setup steps via the MyToyota app. Because you have a British Gas electricity contract, you can link your account directly through the MyToyota app. Once linked, your MPAN and energy tariff details will be pulled in automatically – there's no need to enter them yourself.

You'll log in with your British Gas credentials, select the right account (if you have more than one), and agree to data sharing between British Gas and Toyota. After that, you'll set your charging preferences and activate Smart Charging.

IN THIS SECTION YOU WILL

- ☒ Initiate setup and review key information (Steps 1–3)
- ☒ Link your British Gas account (Steps 4–9)
- ☒ Have your MPAN and energy tariff filled in automatically
- ☒ Set your charging preferences (Steps 10–11)
- ☒ Review and complete setup (Steps 12–13)

BRITISH GAS BENEFITS

- ☒ 25% discount on electricity bill for eligible smart charging sessions
- ☒ Credit appears directly on your British Gas bill

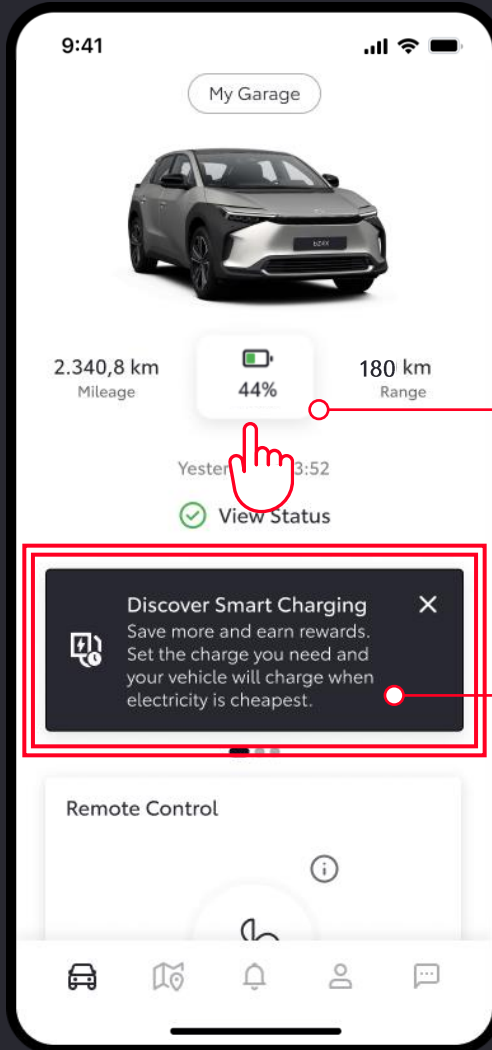
YOU'LL NEED:

- MyToyota app with vehicle and HomeCharge charger linked
- Your British Gas login credentials



JOINING BRITISH GAS LATER? If you initially set up manually without a British Gas account, you can make the switch to British Gas at any time. Simply go to your Smart Charging settings and link your British Gas account to unlock the 25% smart charging discount.

SETTING UP SMART CHARGING



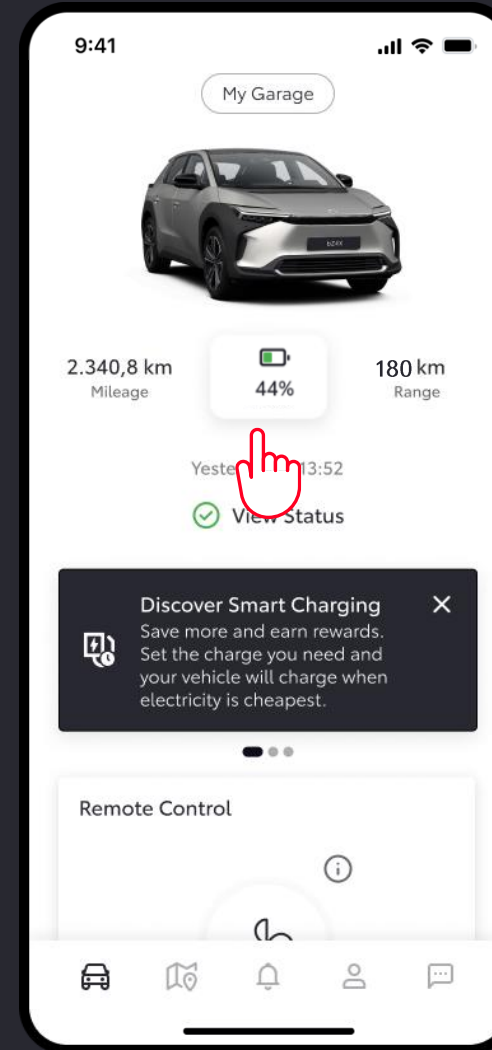
The entry point for new users is either from the battery status icon or from the promotional banner for new users.

Battery status

Promotional banner



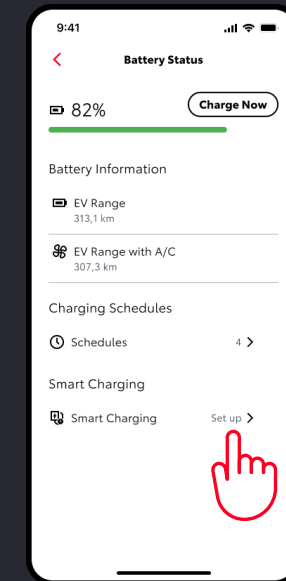
If you do not have the battery icon available, please ensure you have activated Standard Connected Services, from within My Garage.



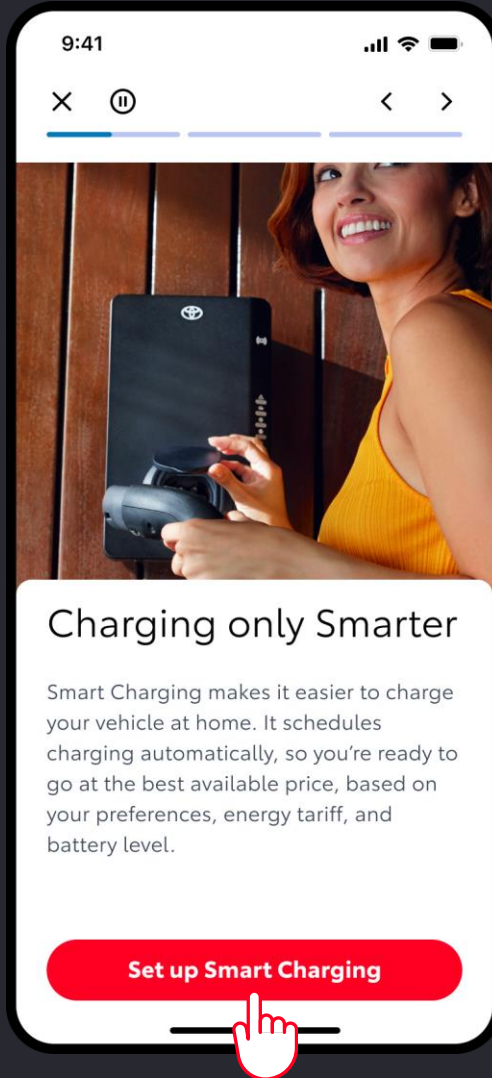
STEP 1

Open the MyToyota app and go to "My Garage", then tap Battery Status.

Scroll down to "Smart Charging" and tap "Set up".



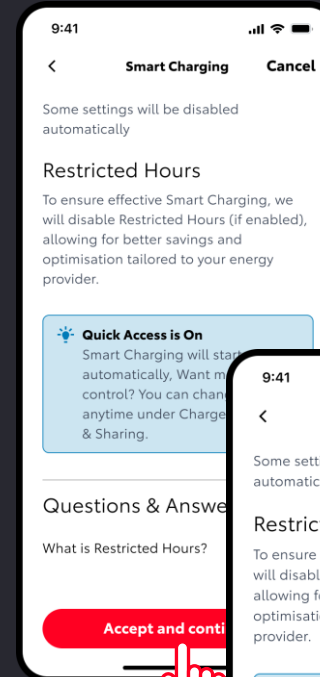
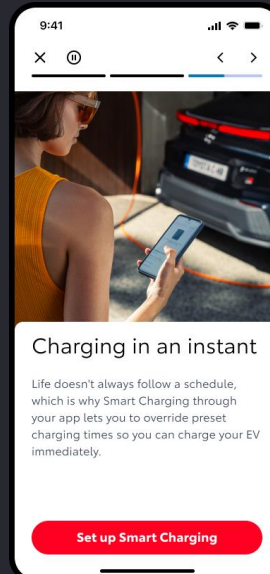
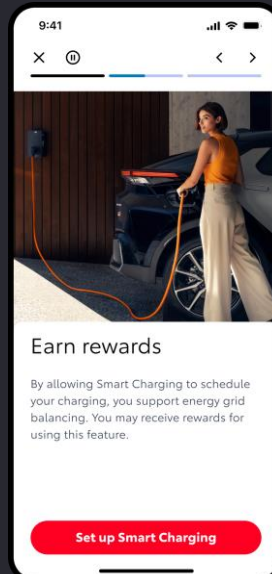
SETTING UP SMART CHARGING



STEP 2

Review the key information about Smart Charging and cycle through the introduction screens

Tap "Set up Smart Charging" to continue.



STEP 3

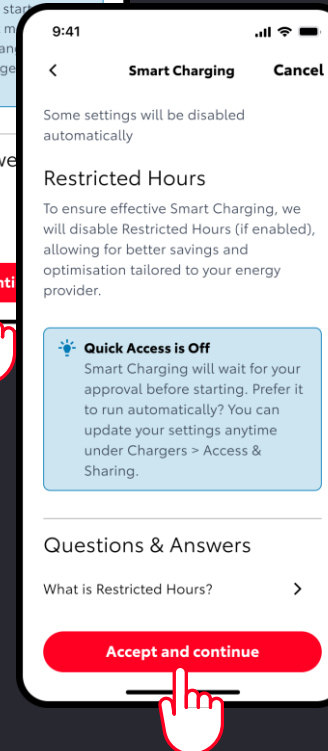
Great news!

Smart Charging will turn off certain charging restrictions (*Restricted Hours and Random Delay*) to optimise charging performance.

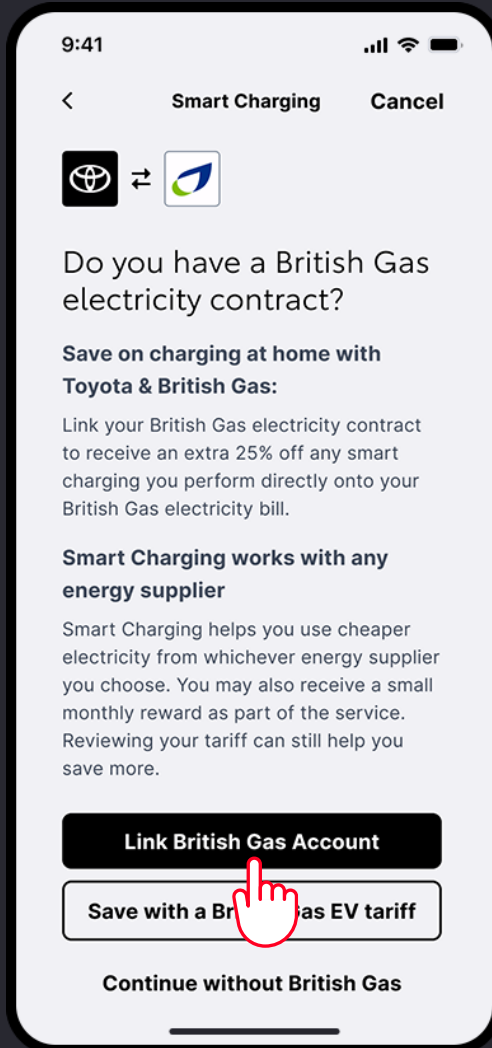
The screen will indicate, based on your current settings, whether:

- Charging starts automatically (Quick Access On)
- OR
- Authorisation is required before charging (Quick Access Off)

Tap "Accept and continue"



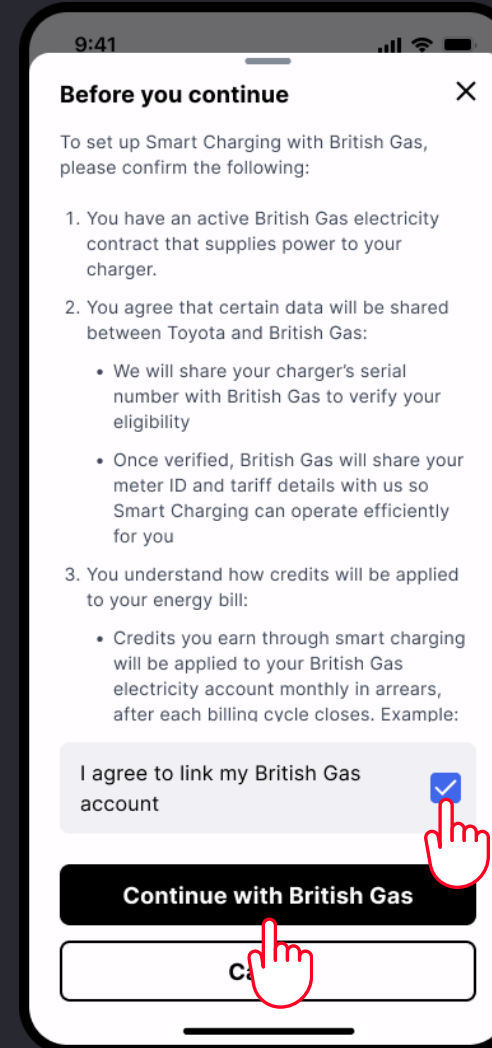
LINKING YOUR BRITISH GAS ACCOUNT AUTOMATICALLY



STEP 4

You will be asked if you have a British Gas account. Select “Link British Gas Account” to continue.

Note: If you do not have a British Gas account, you should go to the section of this guide: “Setting up smart charging without a British Gas account”.

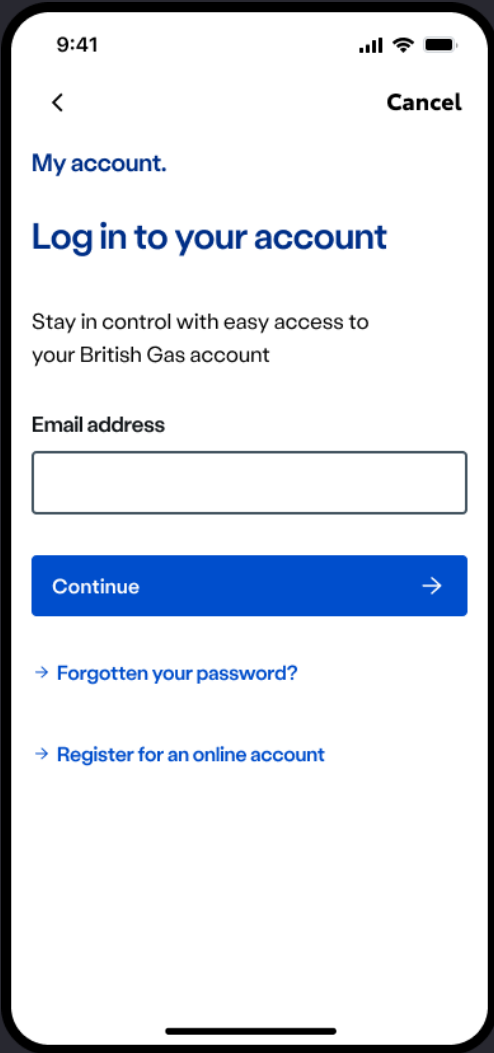


STEP 5

Review the information and confirm you agree to link your account.

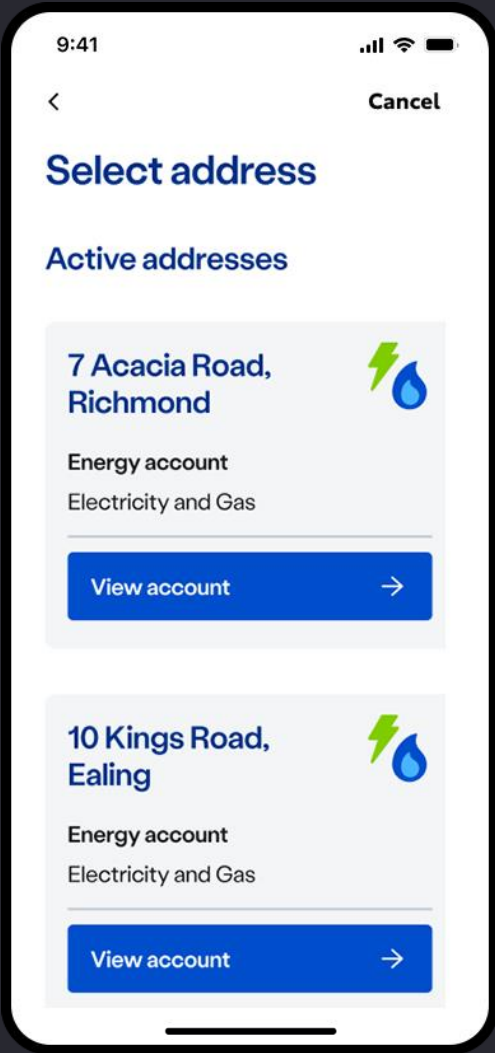
Tap “Continue with British Gas”.

LINKING YOUR BRITISH GAS ACCOUNT AUTOMATICALLY



STEP 6

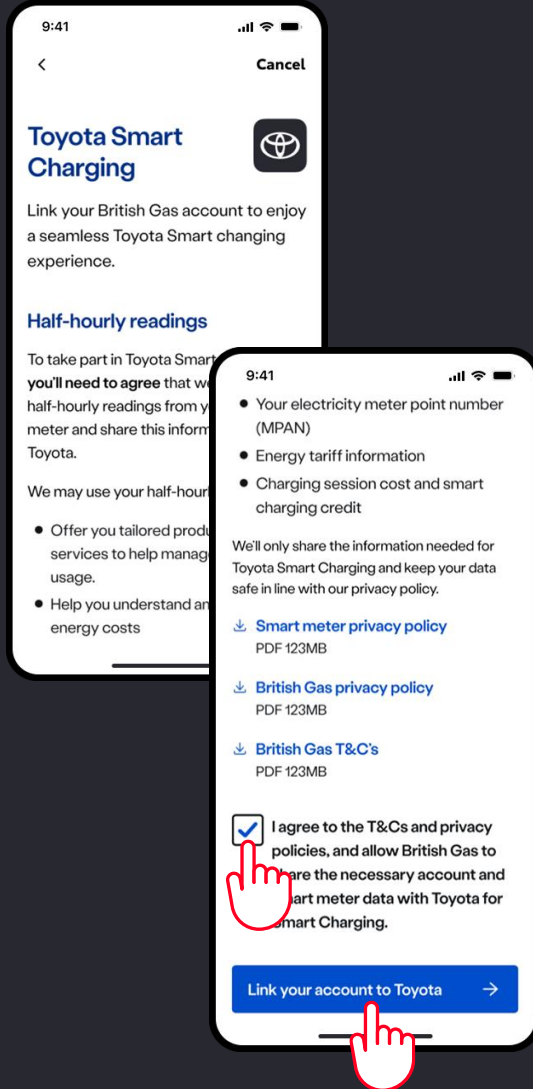
Log in with your British Gas account details and tap “Continue”.



STEP 7

If multiple accounts are found, tap “View Account” on the account you would like to use to set up Smart Charging.

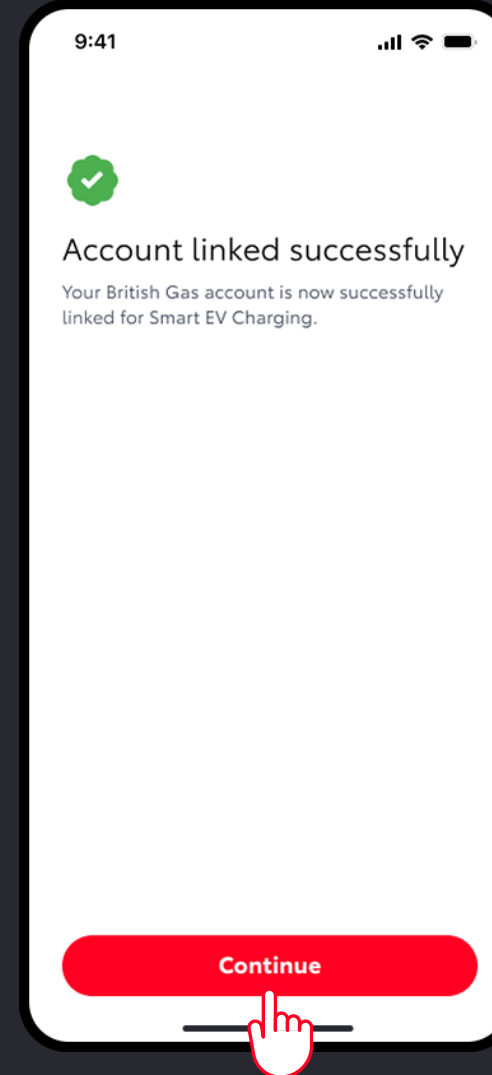
LINKING YOUR BRITISH GAS ACCOUNT AUTOMATICALLY



STEP 8

Read through the T&Cs and privacy policy to allow British Gas to share the data needed for smart charging.

Tick "I agree" before tapping "Link your account to Toyota".

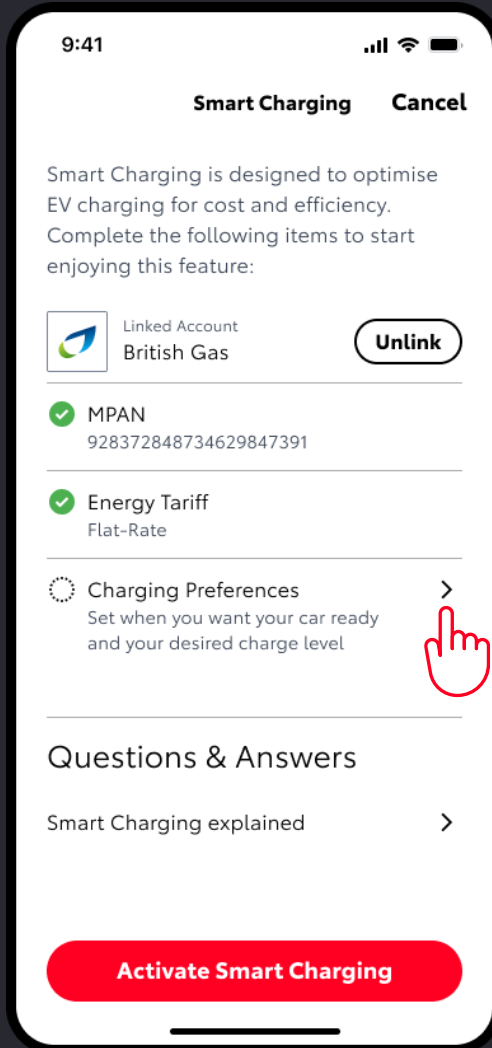


STEP 9

After processing, your account will be successfully linked.

Tap "Continue".

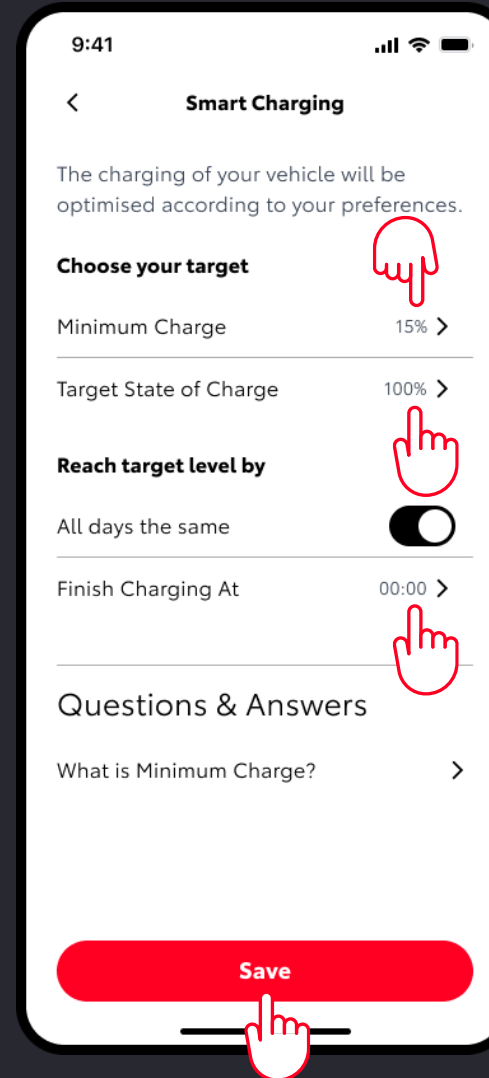
SELECTING YOUR CHARGING PREFERENCES



STEP 10

Based on your account details, your MPAN number and energy tariff will be filled in automatically.

Tap on "Charging Preferences".



STEP 11

Select your charging preferences by:

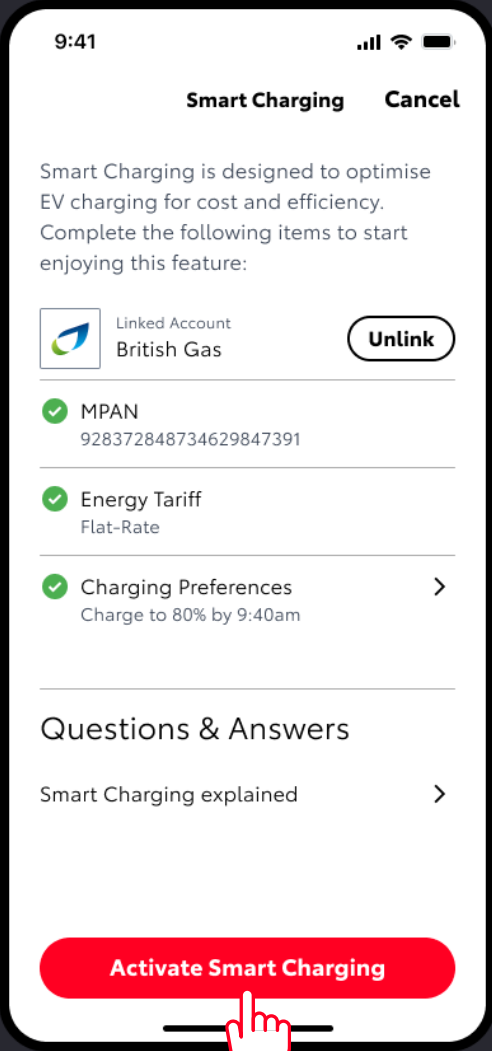
- Setting your "Minimum Charge"
- Setting your "Target State of Charge"
- Setting your "Finish Charging At" time

Tap "Save" to continue.



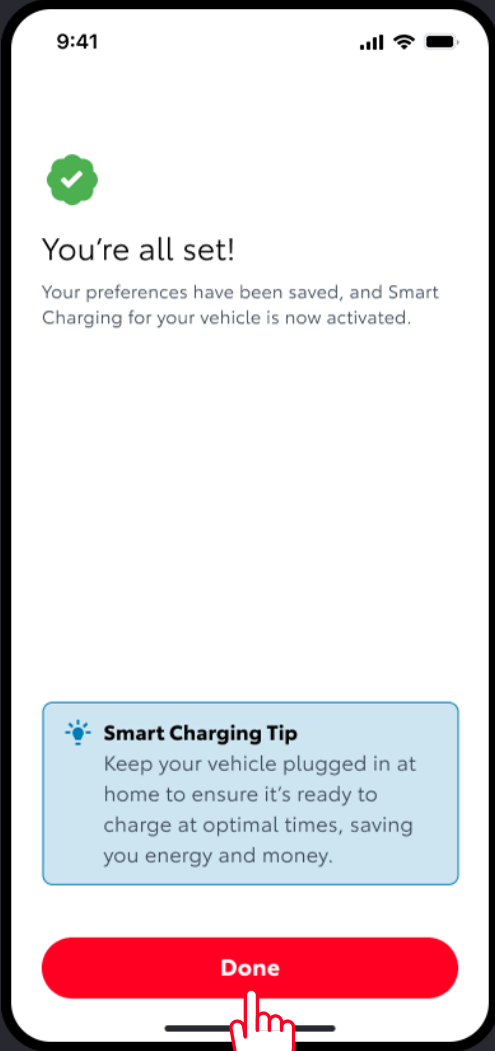
Your vehicle will always charge immediately to reach the "Minimum charge" level before continuing with a Smart Charging session.

REVIEW AND COMPLETE SETUP



STEP 12

Review your setup and then tap “Activate Smart Charging”.



STEP 13

Smart Charging is now activated.
Tap “Done” to complete the setup.

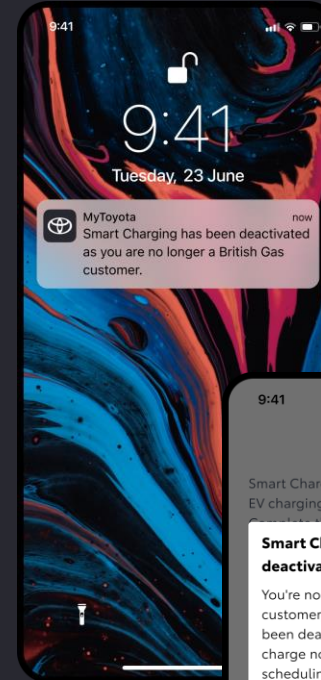
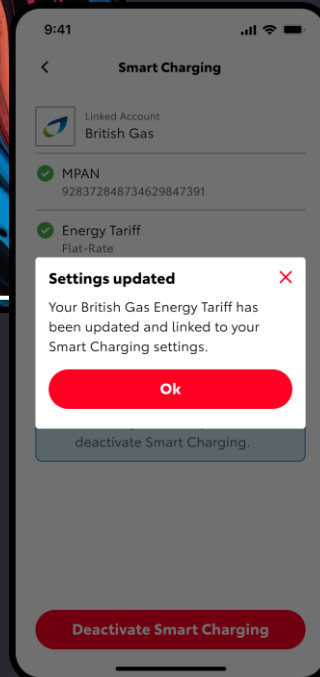
ALWAYS UP TO DATE WITH BRITISH GAS



If you have linked your British Gas account, your Smart Charging details will be automatically kept up to date.

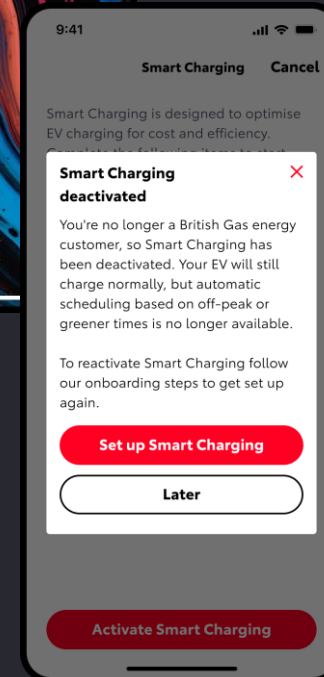
If your tariff or contract changes:

- Smart Charging preferences will automatically be updated



If your contract is cancelled:

- Smart Charging will be safely deactivated





SETTING UP SMART CHARGING

With any energy supplier

SETTING UP A SMART CHARGING ACCOUNT WITH ANY ENERGY SUPPLIER



WHAT TO EXPECT

This process will guide you through the Smart Charging setup steps via the MyToyota app. You'll need to enter your electricity supply number (MPAN) and energy tariff details. This can be done by typing your MPAN in manually or using the app's camera to scan it from your electricity bill.

You'll also need to select your tariff type and enter your pricing details. After that, you'll set your charging preferences and activate Smart Charging.

THIS SECTION COVERS

- ☒ Initiate setup and review key information (Steps 1–3)
- ☒ Select customer type and enter your MPAN (Steps 4–7)
- ☒ Select and enter your energy tariff details (Steps 8–13)
- ☒ Set your charging preferences (Steps 14–15)
- ☒ Review and complete setup (Steps 16–17)

THREE TARIFF TYPES

During setup, you will be asked to select your tariff type. Here's what each means:

FLAT RATE

A single price per kWh, the same at all times. The most common domestic tariff type in the UK. Simply enter the unit price.

OFF-PEAK

Different rates at different times of day. Enter your peak price and specify your off-peak time periods.

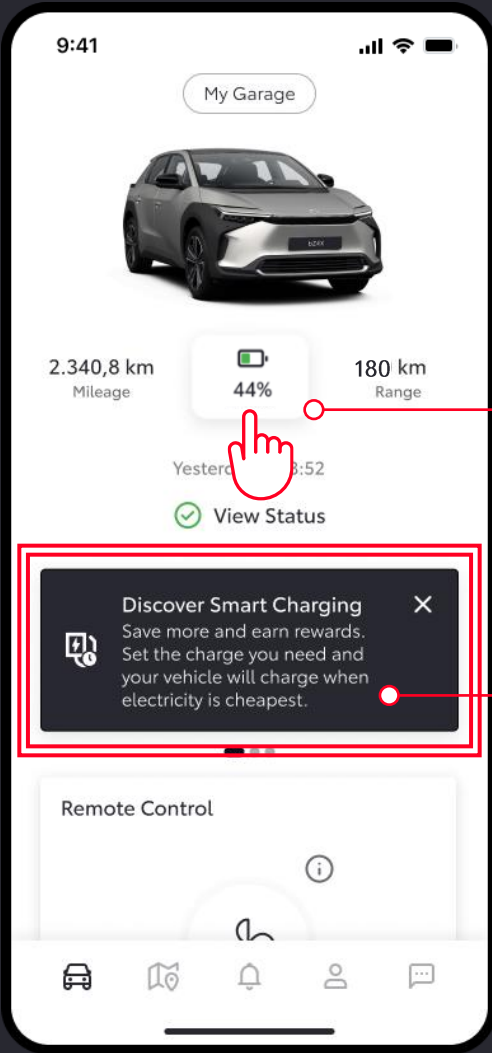
DYNAMIC

The price per kWh changes throughout the day based on wholesale energy costs. No price entry needed – the system tracks it automatically.

YOU WILL NEED:

- Electricity bill (showing MPAN and tariff type/price)
- MyToyota app with vehicle and HomeCharge charger linked

SETTING UP SMART CHARGING



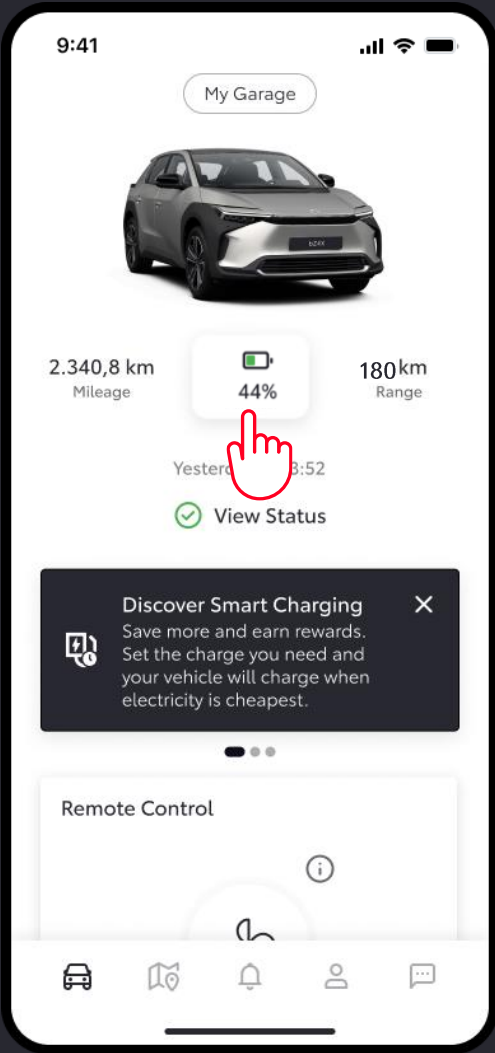
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Battery status

Promotional banner



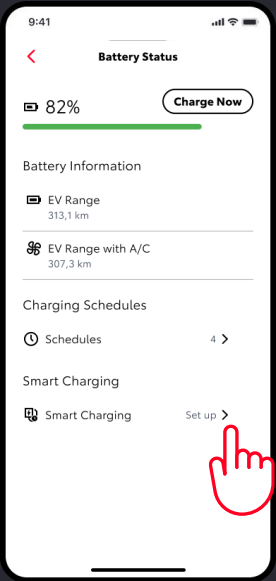
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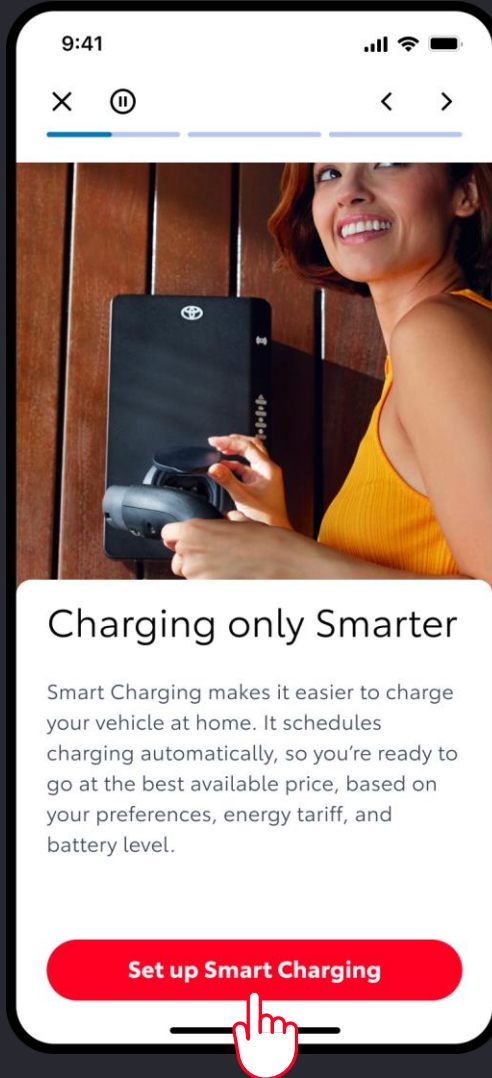
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Scroll down to “Smart Charging” and tap “Set up”.



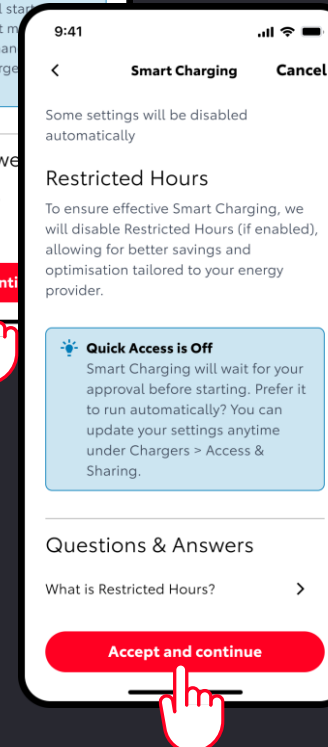
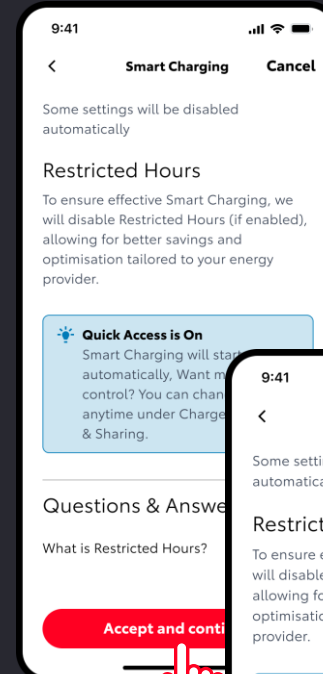
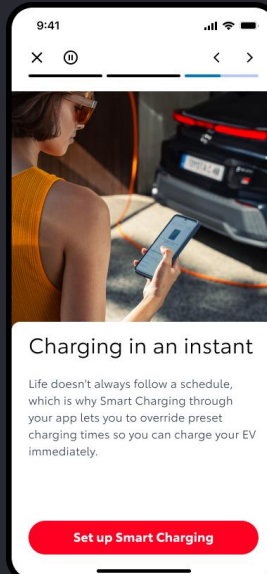
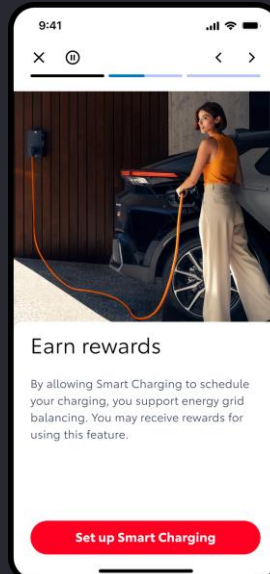
SETTING UP SMART CHARGING



STEP 2

Review the key information about Smart Charging and cycle through the introduction screens

Tap "Set up Smart Charging" to continue.



STEP 3

Great news!

Smart Charging will turn off certain charging restrictions (*Restricted Hours and Random Delay*) to optimise charging performance.

The screen will indicate, based on your current settings, whether:

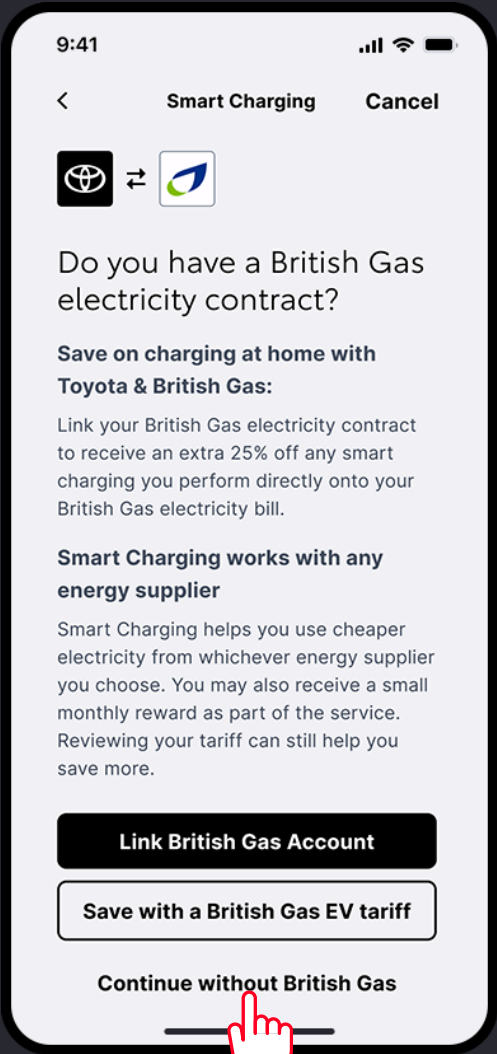
- Charging starts automatically (Quick Access On)

OR

- Authorisation is required before charging (Quick Access Off)

Tap "Accept and continue".

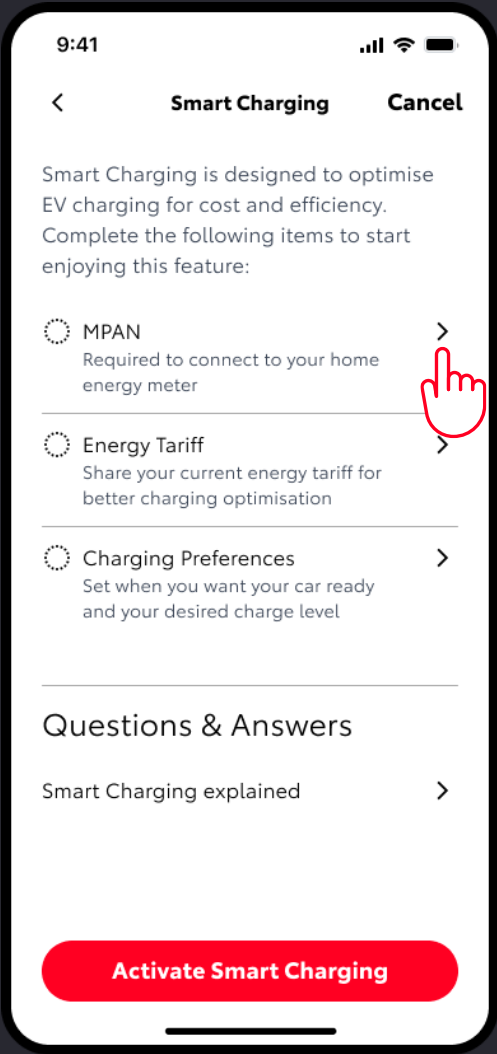
SETTING UP SMART CHARGING



STEP 4

You will be asked if you have a British Gas account. Select “Continue Without British Gas” to continue.

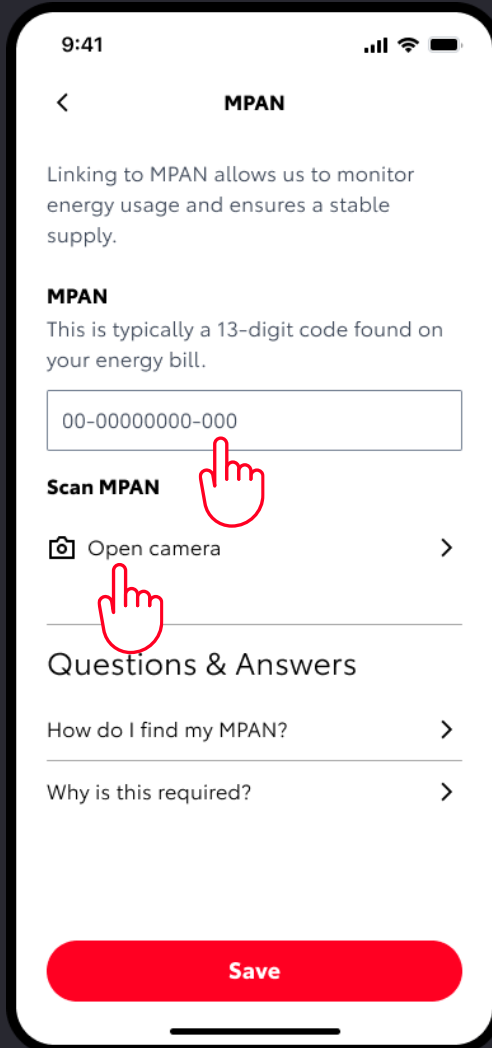
Note: If you have a British Gas account, you should go to the section “Setting up smart charging with a British Gas account” of this guide.



STEP 5

Tap “MPAN”.

ENTERING YOUR MPAN



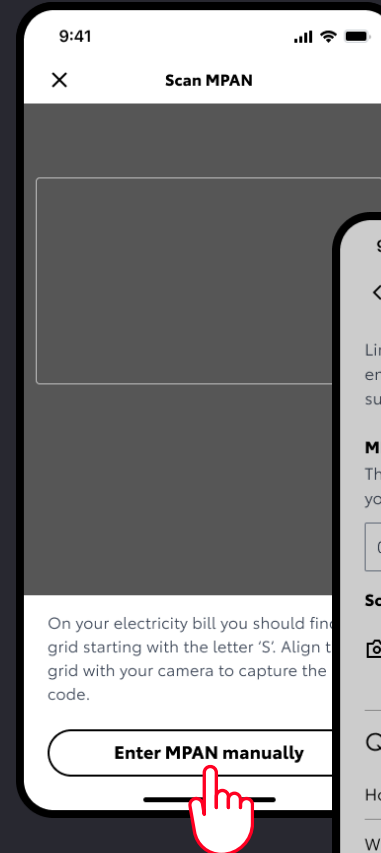
STEP 6

Enter your 13-digit MPAN manually.

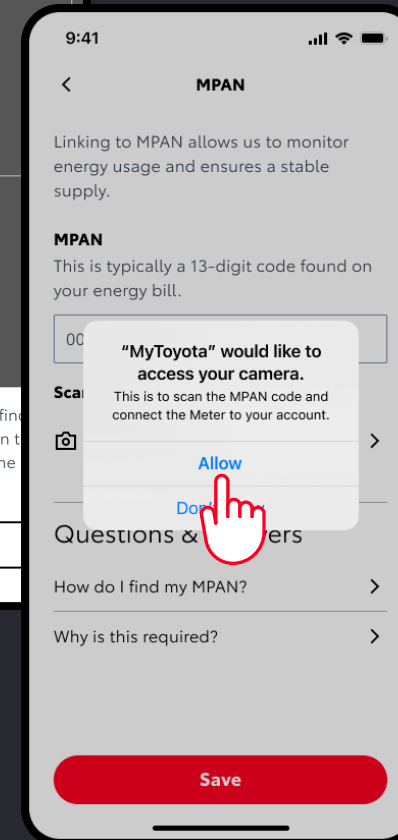
MPAN (Meter Point Administration Number). Every home has a unique identifier code to measure your household's energy consumption.



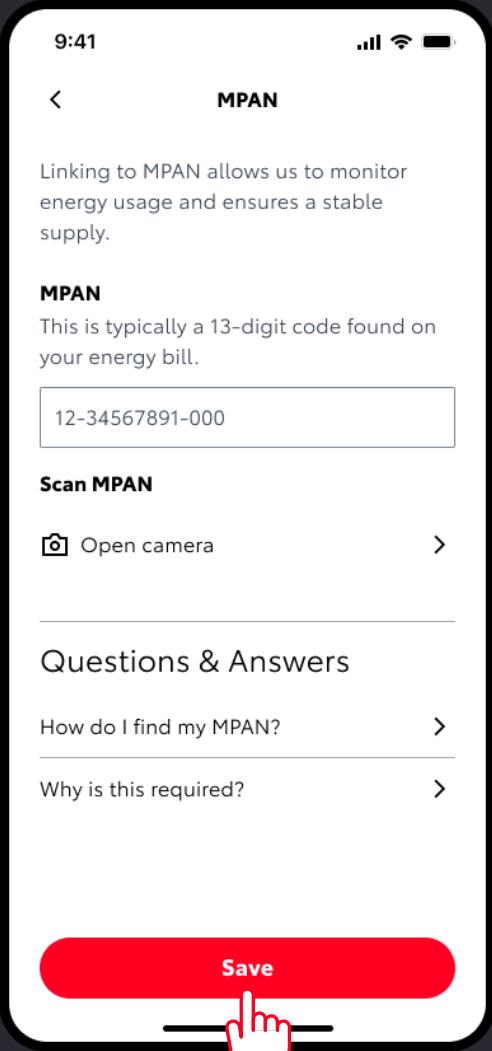
Tap "How do I find my MPAN?" for more guidance.



OR tap "Open camera" to scan it.

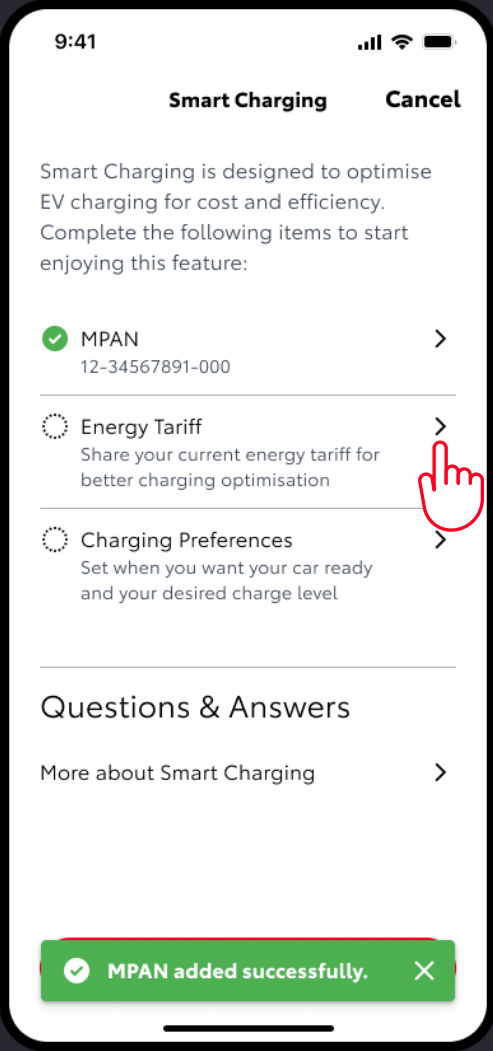


ENTERING YOUR MPAN



STEP 7

After completing your MPAN input, tap "Save" to continue.



STEP 8

Tap "Energy Tariff".

SELECTING YOUR ENERGY TARIFF



9:41

< Energy Tariff

Share your tariff details to connect to the right service.

Do you have a British Gas electricity contract?*

Yes ☐

No ☒

Choose Tariff Type*

Dynamic

Questions & Answers

Understanding Energy Tariffs >

Why is this required? >

Save

9:41

< Energy Tariff

Complete the set up to find and optimise the cheapest times for Smart Charging.

I have a British Gas electricity contract*

Yes ☐

No ☒

Choose Tariff Type*

Please Select

Questions & Answers

Understanding Energy Tariffs >

Select Tariff Type ✕

Flat-Rate ☒

Off-Peak ☐

Dynamic ☐

STEP 9

Choose your tariff type, either:

- Flat rate
- Off-peak
- Dynamic

SELECTING YOUR ENERGY TARIFF



9:41

< Energy Tariff

Complete the set up to find and optimise the cheapest times for Smart Charging.

I have a British Gas electricity contract*

Yes ☐

No ☒

Choose Tariff Type*

Flat-Rate

How much do you pay per kWh for your electricity?*

27.56 pence/kWh

Un

Questions & Answers

Understanding Energy Tariffs >

Save

STEP 10

IF FLAT RATE:

Input your electricity price, which is in "Pence per kWh".



If you are unsure, please review your home energy contract to obtain this information.

Tap "Save" to continue.

9:41

< Energy Tariff

Complete the set up to find and optimise the cheapest times for Smart Charging.

I have a British Gas electricity contract*

Yes ☐

No ☒

Choose Tariff Type*

Dynamic

Questions & Answers

Understanding Energy Tariffs >

Why is this required? >

Save

STEP 11

IF DYNAMIC:

Tap "Save" to continue.

SELECTING YOUR ENERGY TARIFF



9:41

< Energy Tariff

Share your tariff details to connect to the right service.

I have a British Gas electricity contract*

Yes ☐

No ☒

Choose Tariff Type*

Off-Peak

Peak Times

How much do you pay per kWh for your electricity in peak times?*

e.g. 25.34 p/kWh

Enter a value of at least 0.01

Off-Peak Times

Add the periods when your energy tariff is Off-Peak*

Off-Peak period 1

STEP 12

IF OFF-PEAK, enter:

- Peak price in Pence per kWh
- Off-peak information (days, time and off-peak cost)

9:41

Off-Peak

Peak Times

How much do you pay per kWh for your electricity in peak times?*

e.g. 25.34 p/kWh

Enter a value of at least 0.01

Off-Peak Times

Add the periods when your energy tariff is Off-Peak*

Off-Peak period 1

Questions & Answers

[Understanding Energy Tariffs >](#)

[Why is this required? >](#)

9:41

X Set Off-Peak Period Save

Off-Peak Period 1

All day ☒

Start Time 00:00 >

End Time 00:00 >

Repeats on Everyday >

Unit Price

Please note, the times shown are currently set to UK time.

9:41

< Unit Price Save

How much do you pay per kWh for your electricity in off peak times?*

e.g. 25.34 p/kWh

Enter a value of at least 0.01

1 2 3
4 5 6
7 8 9
+ * # 0

9:41

Off-Peak Period 1

Mon 10:00 - 16:30 00.00p/kWh

Off-Peak Period 2

Mon, Tue & Wed All Day 00.00p/kWh

Off-Peak Period 3

Sun All Day 00.00p/kWh

Questions & Answers

[Understanding Energy Tariffs >](#)

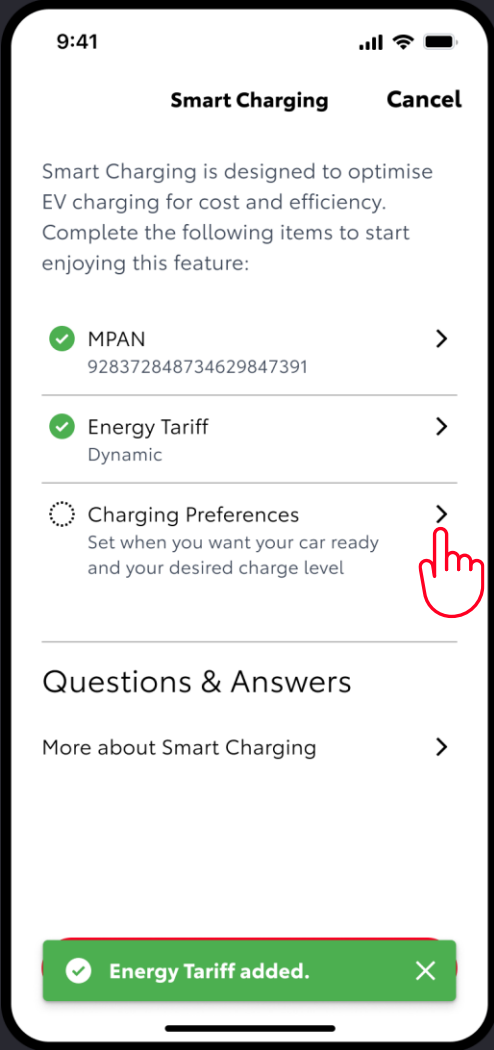
[Why is this required? >](#)

STEP 13

You can add multiple off-peak periods if needed.

Tap "Save" to continue.

SELECTING YOUR CHARGING PREFERENCES

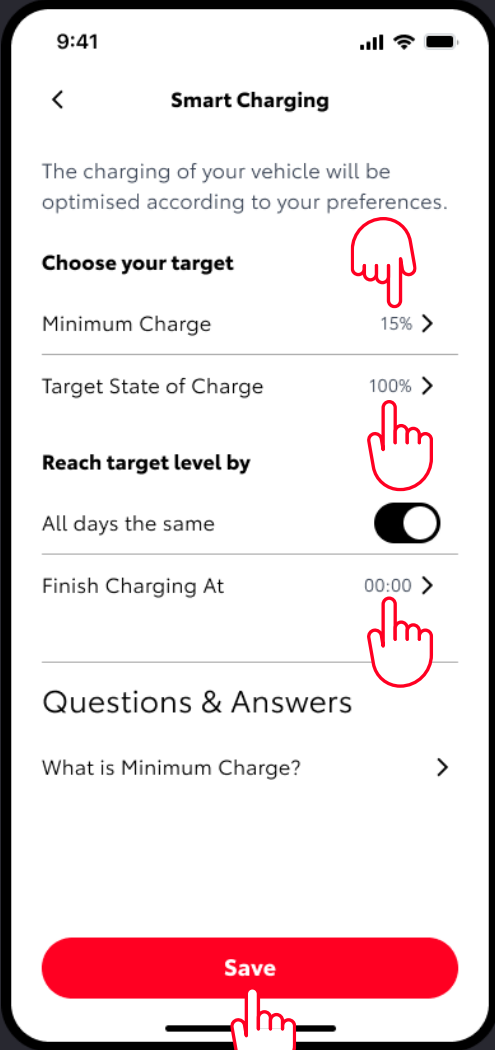


STEP 14

Tap "Charging Preferences".



Your vehicle will always charge immediately to reach the "Minimum charge" level before continuing with a Smart Charging session.



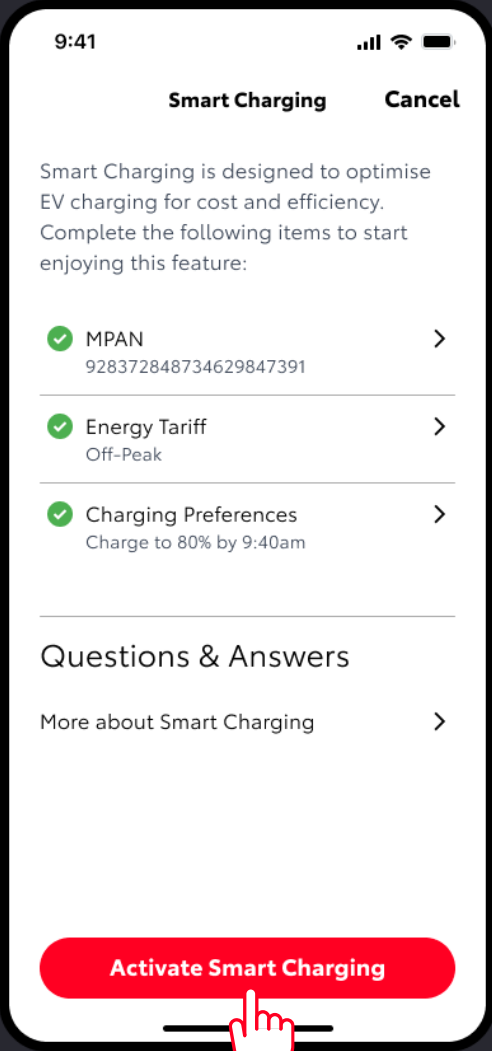
STEP 15

Select your charging preferences by:

- Setting your Minimum Charge
- Setting your Target State of Charge
- Setting your Finish Charging Time

Tap "Save" to continue.

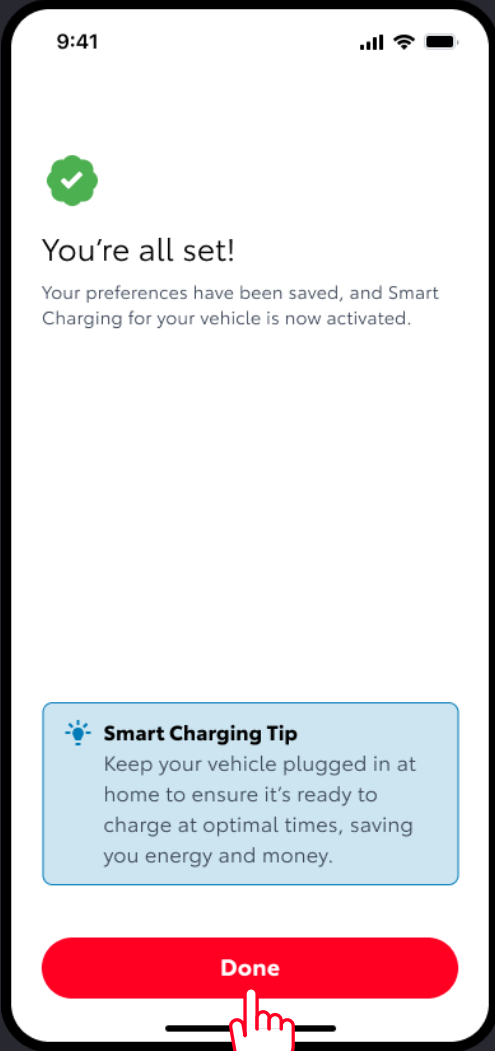
REVIEW AND COMPLETE SETUP



STEP 16

Review your setup.

Tap “Activate Smart Charging” to continue.



STEP 17

Smart Charging is now activated.

Tap “Done” to complete the setup.



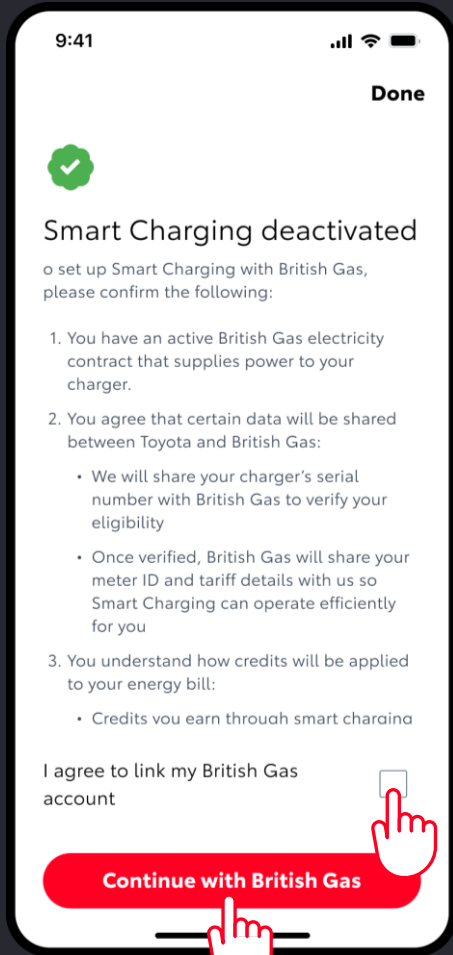
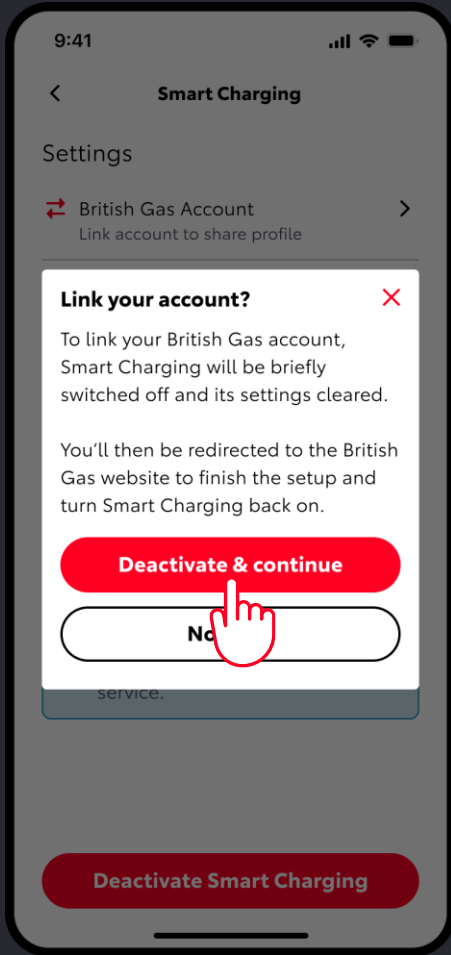
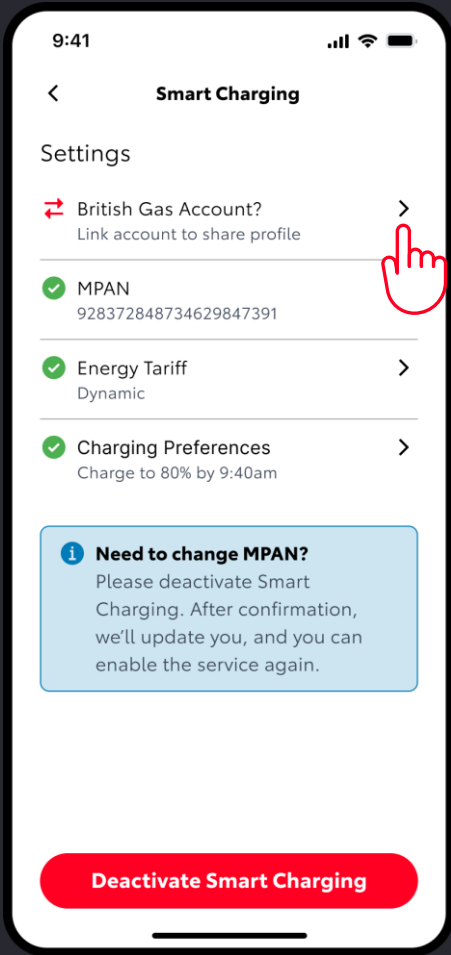
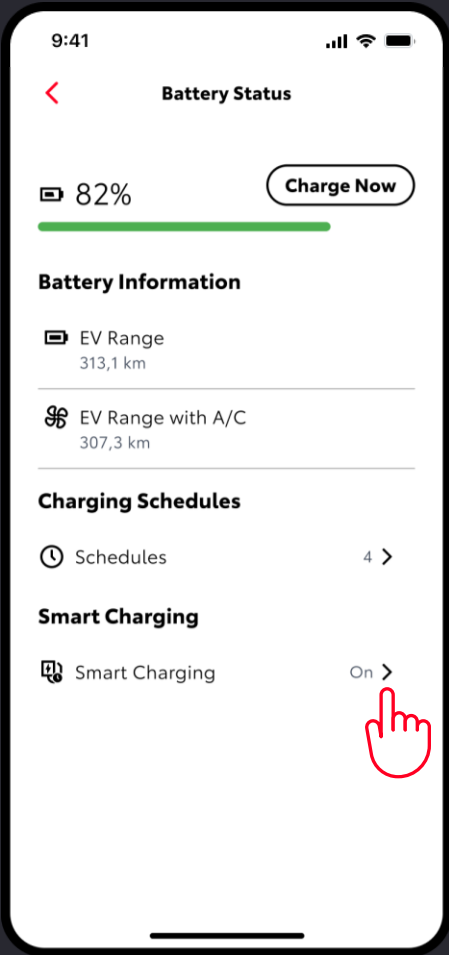
CHANGING TO BRITISH GAS

From any other energy supplier

CHANGING CONTRACT TO BRITISH GAS



Becoming a British Gas customer? After your account is created, go to your Smart Charging menu and link your account:





EVERY FEATURE COUNTS

We're here for you!

Please follow the QR code to find your complete Toyota HomeCharge Owner's Manual and the telephone number for our dedicated Toyota HomeCharge customer support team.



Connected Services are continually improving, therefore visuals and app screens in this guide may slightly differ from those seen in your MyToyota app. (based on app version 2.20.1)