

Smart meters

A smart meter lets you know how you're using energy around the home.

Understanding your energy usage better is a good starting point for making changes. These changes can help you save money and reduce your carbon emissions.

What is a smart meter?

A smart meter is a new kind of electricity and gas meter. Unlike the older, traditional meters, it sends meter readings directly to your electricity and/or gas supplier.

The supplier doesn't need to visit your house to do a meter reading, and you don't need to take a reading yourself. This means there are no more estimated bills and means you will only be charged for the amount of energy you use, avoiding billing errors.

Both electricity and gas meters can be smart.

The smart meter replaces your traditional electricity and/or gas meters and sends regular meter readings to your supplier. This will usually be located as a replacement to your current meter in a cupboard or close to an entrance.

When you have a smart meter installed, you should also get an in-home display; this

shows you how much electricity and gas you are using and how much it's costing you and can be plugged into somewhere that suits you, and where you can see it easily.



A smart meter could help you make better decisions about how you use energy. It will show you which activities use the most energy, so you can make simple changes to help save energy and pay less on your electricity and/or gas bills.

If you want to switch electricity and gas supplier, the data collected by your smart meter can help you find the cheapest tariff for your energy use and in some cases can make the switching process easier.

Smart meters

A smart meter can help with:

- Removing the hassle of taking meter readings
- Seeing a visual display of your electricity and/or gas usage
- More accurate bills
- Topping-up your prepaid meter remotely, by phone, online or through an app.

What happens when my smart meter is installed?

When someone comes to install your smart meter, they must:

- Explain how the smart meter works and tell you how you can use it to make better use of your energy.
- Tell you if your meter can be read by a different supplier, if you decide to change your energy supplier
- Not sell you anything while they are in your home.

Is my personal data safe?

A smart meter will tell your electricity and/or gas supplier about how you use your gas and electricity, but you control how your data is used:

- You can choose how often your smart meter sends information to your energy supplier (at least once a month, but no more than once every half hour)

- Suppliers may not use your data for marketing without your permission
- Suppliers may not see the detailed data shown on your in-home display without your permission.

Can I get a smart meter if I don't have internet?

Yes. Smart meters communicate with suppliers using a secure network like the one used by your mobile phone. However, if your mobile phone connection is weak, you should check with your supplier whether a smarter meter will work properly.



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