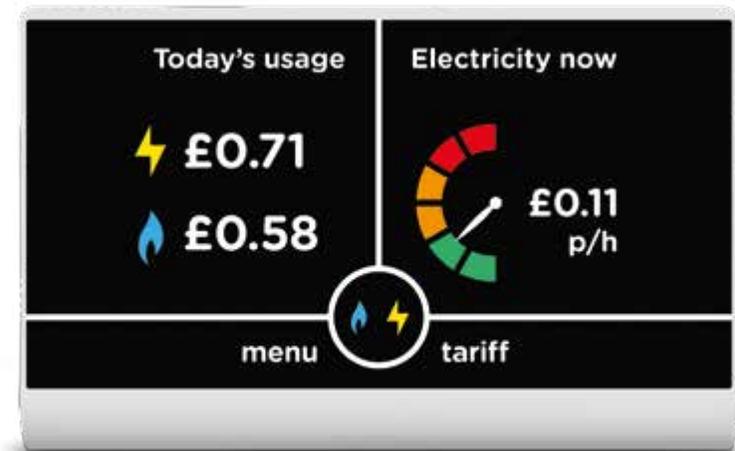




Smart meters

The simple way to control your energy use.

Contact your energy supplier today about installing your smart meter.



What is a smart meter and how will it benefit you?



Smart meters are the new generation of gas and electricity meters. Installed by your energy supplier, they make it even easier to keep control of your energy. Replacing your traditional meters with smart meters means you can:

- ✓ see exactly how much energy you use, in pounds and pence
- ✓ get accurate bills instead of estimates
- ✓ say goodbye to manual meter readings

What next?



Getting a smart meter is easy. Contact your energy supplier today about installing your smart meter. Check your gas or electricity bill for your supplier's contact details.



What to expect on the day.

There are a few things you can expect during the installation visit, which will take about two hours.

1. When the installer arrives, they should present you with a valid identity card including the company name and phone number, as well as their name and photograph. You can ask to see this if the installer does not present it upfront.
2. If a gas meter is being fitted, the installer will also perform a safety check on your gas appliances as part of your installation.
3. Once your smart meter has been fitted, the installer will demonstrate how to use your in-home display, answer any questions and will offer energy efficiency advice. Written instructions on how to use the in-home display will also be left behind by the installer or sent by your energy supplier.



How will your smart meter work?

Your smart meters are made up of:

1. The smart meters themselves, which replace your traditional gas and electricity meters.
2. An in-home display that clearly shows you how much energy you're using and how much it's costing you.

Both parts communicate with each other and automatically share how much energy you are using with your energy supplier, meaning no one will have to visit your home to read your meters.

Your smart meters take readings wirelessly through a safe and secure network set up solely for smart meters.

Smart meters only hold information about your energy usage. Personal details such as your name, address and bank details are never stored on the meter.

Did you know?...

You don't need the internet in your home for a smart meter to work. It operates in the same way as other wireless systems such as car keys and TVs, by using radio waves.



Your in-home display.

Your in-home display is a handheld device that can sit anywhere in your home and shows you exactly how much gas and electricity you are using, in pounds and pence.

In-home displays are designed to be simple and easy to use. There are various settings, which allow you to view your energy usage by the hour, per week or per month.

Seeing how much energy you're using as you use it means, for example, on those cold winter nights when you might be worried about the cost of turning up the heating, you can stay warm knowing exactly what it's costing.



Whilst all in-home displays will provide the same information by law, they won't all look the same as each energy supplier provides their own make.

Did you know?...
If you are blind, partially sighted, have difficulties with dexterity or memory loss, contact your energy supplier to find out whether a more accessible in-home display is available.



Preparing for installation.

Smart meters can only be installed by your energy supplier, or by a contractor on behalf of your energy supplier. They are provided at no extra cost, so you won't have to pay the installer or for the cost of the installation. There are a few important things you'll need to prepare before your installation.

1. Make sure you know where your current gas and electricity meters are located and check that they're accessible. If you think they might be difficult to access or locate, please let your energy supplier know well in advance.

2. Agree the time and date for your installation with your supplier. They will never turn up on your doorstep unexpectedly.
3. You'll need to be present during the installation, which will take around two hours, during which time your energy supply will be cut off for a short period.

Did you know?...
The national smart meter rollout is an essential technology upgrade to improve Great Britain's energy infrastructure.