

Is my data safe?



**Smart meters were designed in consultation with the UK's top security experts and can only measure the amount of energy you use.**

Personal details like your name, address and bank account details are not stored on or transmitted by your smart meter.

The data your smart meter captures about your energy usage is strongly protected by law.

**You have control over it, including the right to decide:**

- ✓ How often your smart meter sends data to your energy supplier (monthly is minimum, daily or half-hourly are optional)
- ✓ Whether to share data with other organisations, like price comparison websites
- ✓ If your supplier can use your meter readings for sales and marketing purposes

**Freephone**

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\* Freephone available between 08:45 - 17:30 Monday to Friday

Is the installation safe?



**Yes, smart meters and their installation are safe.**

- ✓ They comply with UK and EU safety standards, and all smart meters meet the same safety standards regardless of your energy supplier.
- ✓ They are fitted by trained installers who have passed formal qualifications which are set out in the Smart Metering Installation Code of Practice.
- ✓ During the installation, the trained installer will perform visual safety checks to identify signs of risk in your gas appliances and in some instances have identified problems with appliances in customers' homes.



### How can I get a smart meter?

Many homes in Britain can upgrade to a smart meter right now, but where you live, the type of home you live in and the age and type of your existing meter may mean that your energy supplier will take a little longer to get yours to you.

For further details and to see informative video guides, please go to the Smart Energy GB website:

[www.smartenergygb.org/en](http://www.smartenergygb.org/en)



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**Smart  
Meters**





# How do smart meters work?

**With a smart meter you can wave goodbye to estimated billing.**

The smart meter shows a digital meter reading and uses a secure smart data network to send the readings automatically and wirelessly to your energy supplier at least once a month, so you will receive accurate, not estimated bills.

Smart meters also come with an in-home display screen that shows you exactly how much energy you are using in pounds and pence, in near real time.



## What does a smart meter look like?

A smart meter comes in two main parts and will be installed by your energy supplier(s). Your traditional gas and electric meters will be replaced with smart meters which send your meter readings to your energy supplier(s).

You will also receive an in-home display which will show you how much energy you are using in pounds and pence.

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## How to read the in-home display

### What are in-home displays?

In-home displays (IHD) are portable devices that can sit anywhere in the home. They communicate with your smart meter, update themselves in near real time for electricity and every half hour for gas, and shows you how much gas and electricity you are using; in pounds and pence.

### Your usage view

There are various settings which allow you to view your energy usage by the day, per week or per month. This means you can more accurately manage your costs and budgets. Being able to view the details of your gas and electricity usage makes it easier to identify situations where you may be using a lot of energy and help you figure out ways in which you could reduce this.

### Your consumption trends

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

### Information for better choices

Having this information also means you will be able to switch to a better deal more confidently.

### Inclusivity matters

Accessible in-home displays are available for people with impairments, including sight. Contact your supplier to find out more.

### Your display and supplier

As a minimum, all in-home displays will provide the same information. By law they won't all be the same as each supplier provides their own make of display.

## If you have a pre-payment meter your IHD will show you:

- ✓ How much credit you have left
- ✓ How much emergency credit you have (and when it has been activated)
- ✓ Your debt balance (if you have one)
- ✓ If your credit's getting low

## Do I need to get a new smart meter every time I switch suppliers?

**No, you don't have to get a new smart meter when you switch energy supplier.**

With a 2nd generation, SMETS2 meter, you should be able to switch energy suppliers without any interruption to your energy readings, bill payments, or gas and electricity supply.

If you have a SMETS1 meter (these are older) you may need to send in your meter readings in order to get an accurate bill following a switch (just as you would with traditional meters). But this is a temporary situation and does not affect your ability to switch your energy supplier – so you can go ahead and change your gas or electricity supplier.

## If you have a pre-payment meter:

Smart meters are set up to work for both prepay and credit customers, so that means prepayment needn't be any more expensive (known as Smart PAYG).