



The national smart meter rollout and how it will benefit your constituents

- Britain's smart meter rollout is the biggest upgrade to our energy infrastructure in a generation, and will involve every household and microbusiness across Scotland, England and Wales
- the upgrade will digitise the retail energy market and brings an end to estimated bills, and the ability to see what you are spending on energy in pounds and pence
- all energy suppliers are providing smart meters to their customers at no extra cost
- smart meters enable us to operate a smarter grid, better manage our energy demand and facilitate the mass uptake of renewables and new low-carbon technology, such as electric vehicles

Questions you might be asked by your constituents

What is a smart meter?

Smart meters are the new generation of gas and electricity meters. They are being installed in homes and microbusinesses to replace traditional meters.

What are the benefits for consumers?

Smart meters are paving the way for a smarter, greener and more energy-efficient future. The key advantages are that your bills will always be accurate and you will have access to all the information you need to manage your household budget, at no extra cost.

Smart meters give you:

- near real time information, in pounds and pence, on your gas and electricity use
- accurate energy bills – with no need for manual meter readings
- the information you need to work out whether you are getting the best deal, or if you should switch to a different tariff or supplier. Once the national infrastructure is complete smart meters will be fully interoperable between suppliers, which will mean quicker and easier switching
- in future, cheaper tariffs will be available at off-peak times. This means we will pay less to mow the lawn or run the washing machine when electricity is not in high demand

How will prepayment customers benefit?

Smart meters will make prepayment as easy as pay-as-you-go on your mobile. You will have the ability to switch easily between payment options with no need to change your existing smart meter.

Smart pay-as-you-go means you can:

- conveniently see how much credit you have left on your in home display, without having to look at a meter which might be outside or in the back of a cupboard
- top-up when and where you want to – online, with an app, on the telephone, or via text message
- top-up with cash payments in person, without any need to put a key or card back into a meter, which may be difficult to access. Payments will automatically be added to your account
- pay the same rates as everyone else – smart meters remove the need for prepay to be more expensive than other tariffs

For more information on the benefits of smart pay-as-you-go please see our website:
smartenergyGB.org/prepay



How do smart meters work?

Your smart meter measures how much gas and electricity you use and communicates this information directly to your energy supplier and your in-home display, using secure wireless technology.

For more information see: smartenergyGB.org/how-do-smart-meters-work

How can I get a smart meter?

Every household in England, Wales and Scotland will be offered a smart meter by 2020 and they will be provided and fitted by your energy company, at no extra cost to you.

You can also register your interest with your supplier. For more information please see our information page: smartenergyGB.org/get-yours

Are smart meters safe and secure?

The smart meters used in Britain have undergone one of the most rigorous safety testing regimes in the world and exceed every UK and EU safety standard.

The energy use data that is created is stored and transmitted very securely. Smart meters do not use the internet, they will use their own dedicated secure system.

How do smart meters differ from other energy gadgets?

You can buy a range of energy gadgets that track how much electricity you're using, but, unlike with a smart meter and an in-home display, they can't measure gas.

- only a smart meter can make sure you get accurate bills, rather than estimates, by sending your meter readings directly to your energy supplier

Can microbusinesses get a smart meter?

Yes, all microbusinesses, like domestic consumers, are entitled to a smart meter from their energy supplier.

Data showing how much energy microbusinesses use in pounds and pence, in real time, can help show usage patterns and help reduce energy consumption. Some of the immediate benefits lie in out-of-hours usage or with particular pieces of equipment.

Microbusiness owners should speak to their energy supplier for more information.

The national campaign

Smart Energy GB is the voice of the smart meter rollout. It's our task to help everyone in Great Britain understand smart meters, the national rollout and how to use their new meters to get their gas and electricity under control.

We are reaching every home, every community and every microbusiness – including those who may face additional barriers to getting and using a smart meter.

If you would like to know more about our campaign, the smart meter rollout and how you can get involved, please get in touch with Ed Rees on ed.rees@smartenergyGB.org or [0203 019 1058](tel:02030191058).