

# Smart meters

Everything you need to know  
to get Gaz & Leccy under control.



The voice of the  
smart meter rollout

You can get a  
smart meter  
from your energy  
supplier at  
no extra cost.



## What is a smart meter?

Smart meters are the new generation of gas and electricity meters. They show you the amount of energy you use as you use it and how much you are spending in pounds and pence.

Between now and 2020, gas and electricity suppliers across Great Britain are replacing our traditional meters (even if you have a prepay meter or are in a rented property) with smart meters at no extra cost.



## How will your smart meter work?

The smart meter system is made up of two parts:

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

Both parts of the system work together to ensure you receive accurate information about your energy use in near real time and automatically share these readings with your supplier, making sure your energy bills are always accurate.

Your smart meter takes meter readings wirelessly through its own secure network and sends half-hourly gas readings and 10-second electricity readings to your in-home display.

You have the option to have this information sent to your supplier monthly, daily or even half hourly. Sending this data to your supplier more frequently means they can better advise you on where you could make savings.

Smart meters can also help re-connect you more efficiently should your energy be cut off unexpectedly.



## Your in-home display.

In-home displays can sit anywhere in your home. They communicate with your smart meter and show you how much gas and electricity you're using, in pounds and pence.

There are various settings, which allow you to view your energy usage by the hour, per week or per month. This means you can more accurately manage your costs and budgets.

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.

Having this information also means you can switch to a better deal more confidently.

In-home displays are being designed for people with impairments or disabilities, including sight, dexterity and memory. Contact your supplier to find out what's available.

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 of display. But no matter what yours looks like, your in-home display will put you firmly in control of your energy use.



## When can you get your smart meter?

Every home in Britain will be able to upgrade to a smart meter by 2020.

Energy suppliers are rolling out 53 million smart meters to their customers across England, Scotland and Wales - some have already started, and others will begin soon.

Where you live, the type of home you live in, and the age of your existing meter may mean that your supplier will take a little longer than others.

Your supplier will be in touch when your smart meter is ready to be installed. In the meantime it's worth contacting them to register your interest and find out how soon you can begin enjoying the benefits.



## Preparing for installation and what to expect.

Smart meters are provided at no extra cost, so you will not have to pay 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. Your supplier will have been in touch to arrange this installation. 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.

4. 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.

5. Once your smart meter has been fitted, the installer will talk you through how to use your new in-home display.

If a gas meter is being fitted, the installer will also perform a safety check on your gas appliances as part of your installation.



## How you can save over £150 a year.

There are lots of ways you can cut down energy use in your home, which will help you save money on your energy bills. Here are a few tips from our friends at Energy Saving Trust.

With a few small changes you could save over £150 a year.\*

Turning any central heating thermostats down by one degree could save you between £80 and £85 every year.\*\*

Turning off your lights when you're not in the room could save you around £13 a year. Similarly, if you turn computer equipment off at the wall, instead of leaving it on standby, you could save £6 a year.

By setting the washing machine to wash at 30 degrees rather than at higher temperatures, you could save around £6 a year. You could also save £29 a year on electricity by drying clothes on a clothesline instead of using a tumble dryer.

And by filling the kettle up with only the amount of water you need, you could save around £7 a year.

In the bathroom, simply cutting your shower time down to four minutes could save you on average £15 a year.

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\*Savings assume gas tariff of 4.18p/kWh and electricity tariff of 13.86p/kWh - correct as of February 2016.

\*\*Based on a typical gas heated three bed semi.



## The smart future.

Smart meters are paving the way to a smarter, more energy efficient future. They will enable the creation of a new national smart grid and serve as a platform for a whole host of exciting new products and services, helping us lead more energy efficient lives.

The data that smart meters generate will allow our national grid to manage our valuable energy resource more efficiently.

Imagine being rewarded with cheaper tariffs at off peak times, balancing out the peaks and troughs of supply and demand, reducing wastage in the system, needing fewer power stations and being less reliant on importing energy from other countries.

Smart meters could also mean smart appliances become more widely available.

In time, your smart meter may be able to tell your washing machine or dishwasher when energy is at its cheapest so you could set them to automatically come on at that time.

In the future, smart meters could enable electric cars to talk to the smart grid and tell you the best time of day to charge the car to ensure you get the best value for money.

Whatever the future, smart meters will transform the way we all buy and use energy, allowing us to manage the grid in a more efficient manner and making us a greener, more energy efficient nation.



# Getting a smart meter for your small business.

If you're a small business with fewer than 10 employees you may be eligible to upgrade to a smart meter between now and 2020.

This includes small businesses with separate business premises.

If your business is based at home and uses a separate gas or electricity meter you may also be eligible.

As well as managing your budgets more easily, a smart meter can help with any potential disputes over energy bills.

If you currently rent your business space, but don't have your own gas or electricity meter, speak with your landlord about getting a smart meter for your building.

Some suppliers may charge you upfront for your new smart meter, but others will provide one at no extra cost. Similarly, you may also be charged to access information about your energy usage. Contact your supplier to find out more about what they're offering.

Smart meters will transform the way your business buys and uses energy, so by 2020, we'll all be enjoying a smarter future.



## What to do next?

Every energy supplier will provide smart meters to their customers between now and 2020. Your supplier will be in touch when your smart meter is ready to be installed.

In the meantime, you can contact your energy supplier to find out when you can get your smart meter or register your interest. Check your gas or electricity bill for your supplier's contact details.

If you don't know who your energy supplier is, you can call 0870 608 1524 to find out.

For more information, or if someone you know needs this information in another format, visit [smartenergyGB.org](https://www.smartenergyGB.org)



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