

A smart meter can help you take control of your energy bills

See what you're spending at a glance – and
work out where you could reduce your energy use





With energy costs rising, more and more people are finding it harder to manage their household bills. A smart meter can help you keep an eye on how much gas and electricity you or your family are using, and how much it's costing.

That means you can plan ahead, with a better idea of how much your energy bill will be. It could also help you make small changes around the home to use less energy, which could save you money too.

Smart meters record how much gas or electricity you use — just like the meters you already have in your home. But smart meters also come with an in-home display, sometimes called an IHD. This shows you at a glance how much gas and electricity you're using and how much you're spending.



Smart meters are currently being rolled out across the country. Already, more than half of people in the UK have a smart meter in their home. Here are just a few of the reasons why:

- smart meters can help you keep a closer eye on how much energy you're using and how much you're spending
- you can see where you might be able to save energy, for example by turning the heating down when you don't need it or switching the TV off at the wall
- you'll get more accurate bills based on the energy you've actually used, not an estimate



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The cost of living is shooting up, and being able to afford the bills right now is hard. We've taken some small steps to try to reduce our spending [...] like requesting a smart meter from our energy supplier.

The in-home display is really useful in showing me exactly how much I am spending. Even if we can't save much right now, we can still keep an eye on the costs which is a big help.”

Sarah, Essex

How a smart meter works



1. The smart meter records your energy use, as you use it



2. The in-home display shows how much energy you're using and what you've spent



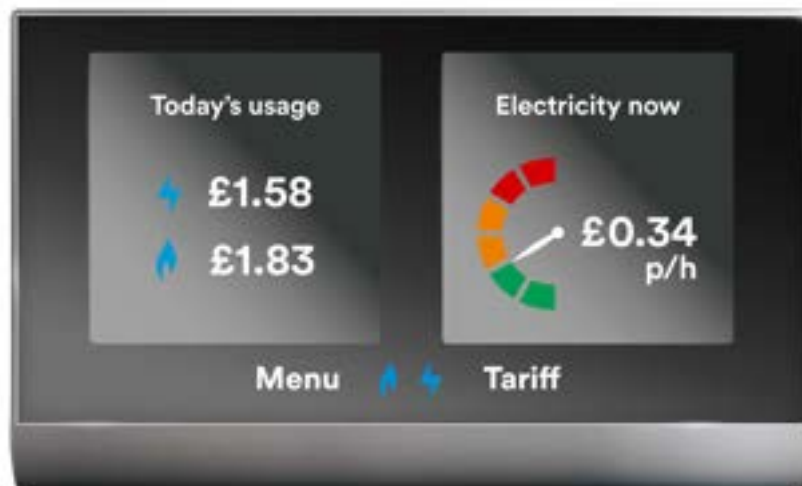
3. The smart meter automatically sends readings to your energy supplier



4. You get a bill based on the amount of energy you used

Understanding your in-home display

This picture shows a typical in-home display. Some may look different to this, but they all work in the same way.



In-home display and figures are for illustrative purposes only

The in-home display shows you:

- your gas and electricity costs
- how much you're spending on gas and electricity each day, week and month

With some in-home displays, you can set spending goals. This could help you to make changes and cut your spending on energy. Some can also show you whether you're using a small or a large amount of gas and electricity.

If you only have a smart meter for gas, your in-home display will only show you how much gas you use. If you only have a smart meter for electricity, your in-home display will only show you how much electricity you use.

Accessible in-home displays

An accessible in-home display, sometimes called an AIHD, has larger buttons and can read information out loud. This could be helpful if you are:

- blind or partially sighted
- have difficulties using your hands or wrists, or
- have difficulties with memory loss

Your energy supplier can give you more information about accessible in-home displays.



Accessible in-home display and figures are for illustrative purposes only

Getting your smart meter installed

Smart meters are installed by gas and electricity companies. They replace your old energy meters, and do it all safely and securely. There is no extra cost to you.

Here's how it works:

1. Contact your energy supplier to arrange a time and date for the smart meter to be installed
2. The person installing your meter will turn up and show you their ID at the arranged time. If they don't show you ID, you can ask to see it
3. They will disconnect the existing meter and replace it with a smart meter
4. Once the smart meter is working, the person installing the meter will show you how to use the in-home display

If your gas and electricity meters are being replaced at the same time, it will take around two hours. If it's just one meter, it could be quicker.

IMPORTANT

- you will need to be at home when the smart meters are installed
- your energy supply will be turned off for a short time while the smart meter is being installed. If you need energy to help you with a health condition, please let your energy supplier know when you arrange the appointment

Some homes can't get a smart meter yet, but will be able to get one before the end of the rollout. Your energy supplier can tell you if you can have one. They can also tell you how soon you can get one installed.



The facts about smart meters

It's easier with a smart meter

You can see how much energy you're using and how much you're spending on gas and electricity just by looking at the in-home display. The person installing your meter or meters will show you how to use it, and do so in a clear and accurate way. They should also leave you with a simple guide.

Your information will be safe and secure

The only people who can see your information are you and your energy supplier. And the only information that gets sent to energy suppliers is how much energy you use and when you use it. They can't see how you're using that energy, or when the washing machine is on!

You can still have a smart meter if you rent your home

If your gas and electricity bills are addressed to you and you pay them, you can choose to have a smart meter installed by your energy supplier. You should tell your landlord before you get one, as there may be rules in your tenancy agreement about how energy is supplied to the property, including the type of meter that can be installed. If you don't pay your energy bills, you can ask your landlord to get a smart meter installed for you.

You can have a smart meter if you are a prepay customer

If you're on a prepay meter, you can still get a smart meter. There are lots of benefits to doing so. Your in-home display will show you when you need to top up your credit. And you can top up in different ways, using your mobile phone or in a shop. It's also really simple to top-up online.

If you'd like a smart meter, here's what to do next

Your energy supplier will be able to tell you whether you can have a smart meter and if so, when it can be installed. Search "get a smart meter" today, or contact your supplier. You'll find all the contact details on your energy bill.



Take control of your energy bills with a smart meter



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