

Further information

The smart meter installer will provide some information about how to take advantage of the information on the IHD they have supplied you with.

You can also find information, resources and videos on the Smart Energy GB website. Also, if you have access to the internet you could do a home energy check www.simpleenergyadvice.org.uk

Consumer Advice

You can find out more at the Citizens Advice page on smart meters or contact the Citizens Advice consumer helpline: **0808 223 1133**.

To contact a Welsh-speaking adviser: **0808 223 1144**.

Relay UK -if you can't hear or speak on the phone, you can type what you want to say: **18001 then 0808 223 1133**

Alternatively contact your local Citizens Advice for help.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

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Smart Meters



**citizens
advice**

What are smart meters?

Smart Meters are a new type of meter for gas and electricity.

The Government wants fuel companies to offer all homes a smart meter by the middle of 2025. They are not mandatory, you do not have to accept a smart meter if you do not want one. However, over time old meters will no longer be available and only smart meters will be installed.

Smart meters automatically send meter readings to your supplier.

Smart Meters will enable you to receive accurate bills for the energy you've used.

Smart meters can help you budget and be more energy efficient.

Smart Meters will give you access to more detailed information about your energy use.

Smart Meters can operate in prepayment and credit mode.

Smart meters offer new ways to top up in prepayment mode.

Smart meter equipment

Smart meters - send meter readings directly to your supplier to give accurate gas or electricity bills. They give access to detailed information on energy use.

In Home Displays (IHD) shows energy use and approximately how much it will cost, how much energy you are using each day. Can also provide data on past energy use.

What the IHD displays depends on what mode the smart meter is running in. If the smart meter is running in:

Credit mode - the IHD can show energy usage in either pounds and pence, or kilowatt hours (kwh)

Prepayment mode - the IHD can show energy usage in either pounds and pence, or kilowatt hours (kwh)

Suppliers use a secure network to get automatic updates from smart meters. You can choose how often updates are sent - the options are usually, **monthly, daily, half-hourly.**

The supplier can collect one meter reading per day. They need explicit consent for anything more detailed. They cannot use smart meter data for anything except billing unless you agree. The detailed data can't be accessed without your permission. These rules will change later in 2021.

Switching energy provider

If you're considering switching energy suppliers, you should check if your new supplier can support smart metering technology before you agree to switch. Please note that some tariffs now come with the smart meter installation as a condition of sale. Further information can be found here www.citizensadvice.org.uk/consumer/energy/energy-supply/get-a-better-energy-deal/switching-energy-supplier/

Saving energy - reducing costs

Smart meters won't automatically save you money, but you can keep track of how much energy you use and take action to reduce usage. Smart meters also enable you to access new tariffs and services that rely on their technology. Increasingly cheaper tariffs require a smart meter to be fitted.