



What is a smart meter?

Smart meters are modern gas and electricity meters designed to give you more information about your energy use and control over your bills.

What do they do?

They come in two parts. The meter itself records your gas or electricity use and sends this data directly to your energy supplier (so no more meter readings or estimated bills).

The second part is an 'in-home display unit' that gives you real-time information on how much you're using and spending.



Do I have to pay for it to be fitted?

No. Smart meters and their installation come at no extra cost. There also won't be any additional charges on your energy bill once it's fitted.

Can I still have a smart meter if I have a pre-payment meter?

Yes, there are pay-as-you-go versions of smart meters.

How do I get one?

Contact your energy supplier and tell them you would like a smart meter. (Their contact details will be on your bill or on their website).

When will I get one?

This will be entirely down to your energy supplier and where you live. Different energy suppliers are managing the national rollout in different ways.

What is the national rollout?

The Government requires energy suppliers to have offered smart meters to all their customers by the end of 2020 and it is your energy supplier's responsibility to arrange for it to be fitted.

Who are Smart Energy GB?

They are the 'voice' of the national rollout, responsible for making people aware of smart meters. They are independent of Government and energy suppliers. You may have seen their Gaz and Leccy adverts.



I'm not sure if I want smart meter. Where can I find out more?

Smart Energy GB has lots more information about the benefits of smart meters to help you decide. Go to <https://www.smartenergygb.org/en>.

I'd like to ask my energy supplier about getting a smart meter but don't have the internet and can't use the phone. Can you help?

Yes, let us know you need help contacting your energy supplier and somebody from Two Rivers Housing will assist you.

On the web: these are the smart meter pages for some of the main energy suppliers

British Gas	www.britishgas.co.uk/smarter-living/control-energy/smart-meters.html
EDF	www.edfenergy.com/for-home/energy-efficiency/smart-meters
E.on	www.eonenergy.com/for-your-home/saving-energy/smart-meters
Utilita	www.utilita.co.uk/smart-meters/utilitas-smart-meters
nPower	www.npower.com/home/help-and-support/types-of-meter/smart-meters
Ovo	www.ovoenergy.com/products/smart-meters
Scottish Power	www.scottishpower.co.uk/energy-efficiency/smart-meters
SSE	www.sse.co.uk/HelpAndAdvice/SmartMeters