

A smart meter can help you have more control over your energy bills



Easy read booklet

Who we are and what this booklet tells you about



We are **Smart Energy GB**. Our job is to tell people in Great Britain about smart meters.



The cost of gas and electricity is going up. This means lots of people are finding it harder to pay their household bills.



Smart meters can help you see how much gas and electricity you or your family use and how much it will cost.

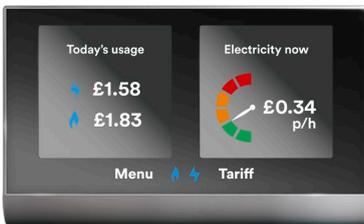


This booklet tells you about smart meters and how they can help you have more control over your energy bills.

How smart meters work

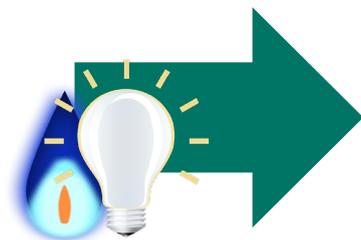


1. Smart meters record how much gas and electricity you use.



2. They come with a display screen. The display screen shows how much you are spending on gas and electricity as you use it.

The display screen is called an **in-home display** (or **IHD** for short).



3. Smart meters send your gas and electricity readings to your supplier. This means you should not have to read the meter yourself.



4. You get a bill based on the gas and electricity you have used.

More about smart meters



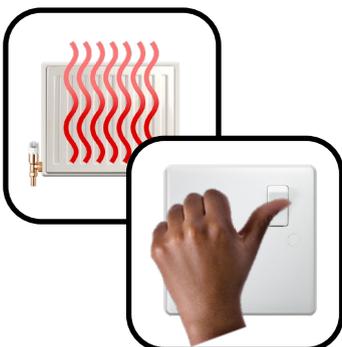
Gas and electricity suppliers are replacing older meters with smart meters across Great Britain.



More than half of the people in Great Britain already have a smart meter in their home.



Smart meters show where you might be wasting gas and electricity which can help you make changes to save money.



For example, you can:

- turn your heating down when you don't need it
- switch off your TV at the plug



Smart meters give you a bill based on the gas and electricity you have used instead of an **estimated** bill.



An **estimated** bill is when your energy supplier guesses how much energy you have used.



Knowing how much your bill is going to be makes **budgeting** easier. **Budgeting** is planning how you will spend your money.



Sarah, who lives in Essex, told us she finds it hard to pay her bills because lots of things cost more at the moment.

She asked her energy supplier for a smart meter to help her family spend less money.

She told us the IHD on the smart meter is useful. It helps her see how much she is spending on energy.



What the IHD shows



Some IHDs look different, but they all work in the same way.



The IHD shows how much gas and electricity you use and how much it costs for each day, week and month.



You could use this information to work out how much you are spending compared to other weeks or months.



Some IHDs show if you are using a small or large amount of gas and electricity.



Some IHDs let you set the amount of money you want to spend on gas and electricity.



You could then make changes to spend less if you want.



If you only have a smart meter for gas, your IHD will only show how much gas you use.



If you only have a smart meter for electricity, your IHD will only show how much electricity you use.

If you need help using the IHD



There is an accessible display screen called an **accessible in-home display** (or **AIHD** for short).



An AIHD could be helpful if you:

- have bad eyesight
- find it hard to move
- find it hard to remember things



It has things like large buttons and reads information out loud. It could make it easier for you to know how much gas and electricity you use.



AIHD's are available from some energy suppliers. If you would like one, ask your energy supplier.

How a smart meter is put into your home



Smart meters are **installed** by gas and electricity companies.



Install means put the smart meter into your home and set it up so it's ready to use. A person called an **installer** will do this.



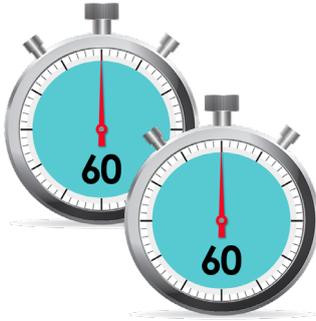
The installer replaces your old gas and electricity meter with a new smart meter safely and securely.



There is no extra cost to you.



You need to be at home while your smart meter is installed.



It takes about 2 hours to install a gas and electricity smart meter. If you are having just 1 meter installed it could be quicker.



Your gas and electricity will be turned off for a bit while the smart meter is installed.



If you have a health condition that means you need gas or electricity, tell your energy supplier.



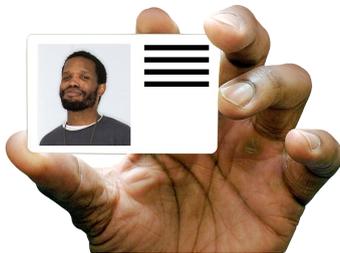
Not everyone can get a smart meter yet. Your energy supplier can tell you if you can get one.

Getting a smart meter in 4 steps



Step 1

You get in touch with your energy supplier to arrange a time and date for the smart meter to be installed.



Step 2

An installer comes to your home and shows you their **ID card**. Their **ID card** shows their name and photograph, so you know who they are and where they are from.



Step 3

The installer removes the old gas or electricity meter and replaces it with a new smart meter.



Step 4

When the smart meter is installed, the installer shows you how the IHD works.

How we keep your information safe



The only people who can see the information from your smart meter are you and your energy supplier.



The only information sent to your energy supplier is how much gas and electricity you use and when you use it.



Your energy supplier cannot see how you use your gas and electricity.



For example, they will not know if you use your washing machine.

If you rent your home



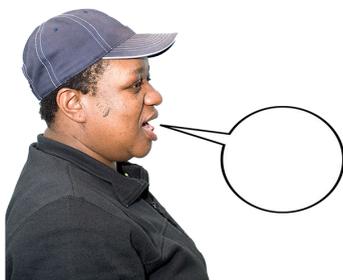
If you rent your home and pay for your gas and electricity yourself, you should be able to get a smart meter.



You should tell your **landlord** before you get a smart meter. They might give you a reason why you cannot get a smart meter.

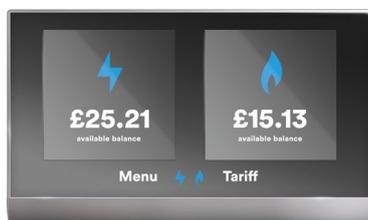


Your **landlord** is the person who owns the home you rent.



If your landlord pays for your gas and electricity, ask them to get a smart meter installed.

Prepay customers



Prepay customers can get a prepay smart meter.



You can **top up** a prepay smart meter:

- online on a computer
- by phone
- at the shops



To **top up** a prepay smart meter means to pay money to keep using gas and electricity.



You can see on your prepay smart meter display screen (IHD) when you need to top up.

If you want to get a smart meter

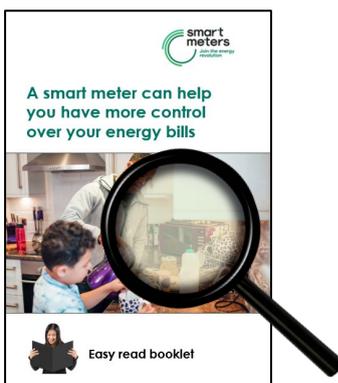


If you want to get a smart meter, contact your energy supplier.



Their contact details are shown on your gas and electricity bills.

About this booklet



The information in this booklet was checked in February 2023.

Thank you to A2i for the words
www.a2i.co.uk (reference 36519a)