



Smart Meters – FAQs

Smart meters are coming

Everyone in Britain will be offered a smart meter by their energy supplier as part of a national upgrade to our energy system. This means the end of estimated bills. No more having to read the meter or trying to work out your bill and no more strangers coming into your home to take meter readings.

Once you have a smart meter, you will get accurate bills from your energy supplier, just as you do with your phone bill.

How does a smart meter work?

Smart meters measure how much gas and electricity you're using, as well as what it's costing you, and displays it on a handy in-home display.

They also send automatic meter readings, via a dedicated secure system, to your energy supplier at least once a month, so you will receive accurate, not estimated, bills. You do not need an internet connection in your home and your smart meter will not use your WIFI, if you have it.

The smart meter equipment

Your energy supplier(s) will install:

- A smart electricity meter
- A smart gas meter (unless you are not on the gas mains)

And when your meter is installed you will also be given an in-home display.

What the in-home display shows you

On an in-home display, you will be able to clearly see:

- how much energy you're using in near real time
- how much energy was used in the last hour, week, and month (and what it costs)
- whether your electricity use is high, medium or low
- updates in near real time for electricity and every half hour for gas.

If you have a prepay meter, it will also show:

- how much credit you have left
- how much you have on your emergency credit balance
- your debit balance (if you have one)
- if your credit is getting low.

Who can have a smart meter?

Every household in Britain can have a smart meter as part of the national rollout. If you are the "account holder" who pays the energy bills, you are automatically entitled to have one. In fact, you don't need to wait to be contacted by your energy supplier and can ask to have one fitted sooner. Your energy supplier will install it in your home at no extra cost to you and with your smart meter you will always know how much energy you are using and what it's costing.

What if I have a prepay meter?

Smart meters will make prepay as easy as 'pay-as-you-go' on your mobile phone. You will be able to easily switch between prepay and credit methods of payment, without the need to change your existing meter. If you choose smart prepay, you should be able to:

- see how much credit you have left on your in-home display, without having to manually read or access the meter.
- top up when and where you want to - online, with an app, on the telephone, or via text message.
- top up in person at your local store/outlet, without any need to put a key or card back into your meter. Payments will automatically be added to your account and you will always be able to top up with cash.
- pay the same rates as everyone else - smart meters will remove the need for prepay to be more expensive than other tariffs.

Who is Smart Energy GB?

Smart Energy GB is an independent organisation which was set up with the sole purpose of making sure everyone understands about smart meters, the rollout programme and how you can use your smart meter to get gas and electricity under control.

Community Housing Cymru is helping your housing association spread the message to tenants by producing leaflets like this one.

For more information on smart meters and how they can help you:

- speak to your housing association
- visit CHC's website www.chcymru.org.uk
- watch videos about smart meters on the Smart Energy GB YouTube channel www.youtube.com/smartenergyGB
- visit Smart Energy GB's website: <https://www.smartenergygb.org>