

# SMART METERS



Smart meters measure how much gas and electricity you're using via a remote connection to your energy supplier. They come with an in-home display which receives data from the meter and lets you see your energy usage and costs in real-time, helping you to manage energy consumption and spend more efficiently.

- Accurate bills
- Lower bills
- Lower carbon footprint
- No need to provide meter readings

For more information and advice, please contact Sarah Gill on 07720 098980 or [sarah.gill@groundwork.org.uk](mailto:sarah.gill@groundwork.org.uk)

## In more detail:

Smart meters automatically send accurate meter readings to your energy supplier, meaning you will only pay for your actual usage rather than estimates.

A smart meter supports you with reducing your energy consumption. When you can see and understand how you're using energy, it will help you to identify times where you're using a lot of energy and might want to make changes to reduce it. This can also help you find out how much energy different appliances are using at home. That means lower bills for you and a lower carbon footprint too.

In the future, having a smart meter will allow you to take advantage of advanced time of use tariffs – where it will cost you less to use energy at specific times or you might even get paid to use electricity (for example on a windy day, when there's a lot of energy generated by wind farms). We're already starting to see some of these tariffs, such as Agile Octopus from Octopus Energy.

Smart meters also help energy network operators balance the grid by providing more information about the UK's energy consumption patterns. This directly contributes to tackling the climate emergency, as it means energy suppliers can become far more efficient about how much energy they produce, as they understand more about when we will need it.

### What does it cost?

It won't cost you anything.

Some energy companies may offer to carry out an energy efficiency inspection of your home when they install your smart meter, but you don't have to take up any of the recommendations or buy any suggested products.

### How do I get one?

You can contact your energy provider who will be able to arrange an appointment. A typical installation will take about 90 minutes. Once your smart meter is installed, your energy provider will show you how to use it properly.

### Can I switch supplier?

Some older smart meters are not easily switched between suppliers and won't necessarily allow you to have access to future data services, such as advanced time of use tariffs. Second generation models of smart meter allow uninterrupted switching between suppliers with no loss of functionality.

If you need to upgrade your smart meter, contact your energy provider who will either install a new meter or upgrade your smart meter remotely. Your energy provider will do this at no cost to you.

### Is my data safe?

Smart meters only record overall energy usage per half hour, and share these readings with your supplier through a secure network. They do not store personal information such as your name, address and bank details. The Smart Metering Installation Code of Practice exists to protect consumers and ensure that any installations that take place are safe, clear from jargon, adhere to data protection standards and that consumers are not mis-sold to.

For more information and advice, please contact  
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