

SMART METER MYTH BUSTING



A smart meter is the next generation of a gas and electricity meter. They're being installed by energy suppliers in every home in England, Scotland, and Wales.

We've created this leaflet to help you understand the facts about smart meters.

Do smart meters stop people from switching energy supplier?

No. If you have a smart meter the process for switching suppliers is exactly the same as it is if you have a traditional meter, and you don't need to get new smart meters if you switch suppliers.

We know that many people with a first-generation smart meter retain some or all of their smart function when they switch suppliers. At this point in the rollout you may find that if you switch supplier your smart meter could temporarily lose smart function, and you may need to send in your meter readings in order to get an accurate bill (just as you would with traditional meters).

If your meter loses smart functionality this can be frustrating, but this is a temporary situation. First-generation smart meters which have already been installed will soon be enrolled into the new secure smart data network 'over the air' without needing a visit from an installer. This process starts in summer of this year, and is due to be completed by the end of 2020.

These smart meters will then be able to deliver all the benefits of smart, with any supplier.

Will smart meters save people money?

Yes. More than 80 per cent of people with a smart meter have taken at least one step to reduce their energy use. It is estimated that smart meters will take £300 million off consumer's bills in 2020, rising to more than £1.2 billion per year by 2030 - an average saving of £47 per household.

Are smart meters compulsory?

Smart meters are not compulsory; it is entirely the consumer's choice. The government requires energy suppliers to offer smart meters to all homes and small businesses across Great Britain and Ofgem have made it clear that they will address any issues around how this is done.

Do smart meters mean that suppliers can charge higher prices without the consumer knowing?

No. Energy suppliers can only charge prices that consumers have agreed to - and that won't change. Consumers with smart meters will be able to access tariffs that allow them to get cheaper prices at times when demand is low but it will always be the consumer's choice.

Is my data secure with a smart meter?

Yes. Smart meters are secure. This is because they have a security system developed by leading experts in industry and government including GCHQ's National Cyber Security Centre.

A consumer's name address and bank account details are never stored on the meter, only how much energy they use.

Smart meter installations are also making homes in Great Britain safer. The smart meter rollout is the first time there has been a nationwide programme checking the safety of the gas and electricity in all our homes. Smart meter installers have flagged up nearly 300,000 existing problems such as dangerous wiring and fuse boxes or even faulty boilers. Many of these faults would not have been picked up if not for smart meter installers.

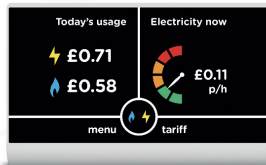
Can you get a smart meter if you live somewhere with a poor mobile signal?

Yes, consumers who don't have good mobile signal can still get a smart meter and can use it to help better manage their energy use. However they may find that, temporarily, they don't get all the benefits, for example they continue to get estimated bills.

Smart meters currently use mobile phone signal to communicate with suppliers, but a secure, dedicated network for smart meters is up and running which will not rely on mobile phone networks. In future existing meters can be brought into this network and customers will then be able to get the full benefits of a smart meter.

Can smart meters turn off appliances without the consumers knowing?

No. It is up to consumers to decide when to use their appliances. In the future smart meters will allow consumers to be rewarded when they use appliances at times when energy is cheaper.



I WANT A SMART METER.

Search: I want a smart meter or call: 0300 131 7777

Calls to this number from UK landlines and mobiles are charged at the standard rate (i.e. the same calls to 01 and 02 numbers), and may be included in your usual call allowance. Please check with your provider.