

Smart meters, the national rollout and Smart Energy GB

Smart Energy GB is the voice of the smart meter rollout. We're independent of government, we're not an energy supplier and we don't fit smart meters. We're here to make sure everyone in Great Britain understands smart meters, the rollout and how to use their meters to get their gas and electricity under control.

But we can't do it alone. That's why we're working with partners, including National Federation of ALMOs, to spread the word and make sure no one gets left behind. We want to help you help tenants and be prepared for questions they will ask you.



What is a smart meter?

Smart meters are the new generation of gas and electricity meters. They are being installed in homes across Great Britain at no extra cost, to replace the traditional meters, including prepay meters, most of us currently have ticking away under the stairs, or outside our homes.



What do smart meters do?

A smart meter sends automatic meter readings directly and securely to your energy supplier, resulting in accurate bills, an end to estimates and manual meter readings. The accompanying in-home display is a portable device which shows you exactly how much energy you're using and what it's costing you in pounds and pence, in near real time.



When and where is the rollout happening?

The smart meter rollout is happening across Great Britain between now and 2020. Energy suppliers will install over 53 million smart meters in over 30 million homes and microbusinesses. Suppliers are rolling out smart meters to their customers at different times. When you can get one depends on many different factors, including the age of your existing meter and the type of home you live in.



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Who decides whether to get a smart meter - the landlord or the tenant?

Whoever pays the gas and electricity bills can ask for a smart meter to be fitted. If tenants pay their own gas and/or electricity bills, and their bills are addressed to them, they don't need their landlord's permission to get a smart meter - although the landlord should be informed. If the landlord pays the bills, they can ask for an installation in the tenanted property and should speak to the tenant about arranging a time for the installation.

Can tenants on prepay get a smart meter?

Yes. Smart meters will make prepay as easy as pay-as-you-go on your mobile. Some suppliers are already rolling out smart prepay meters and in the future, all smart meters will be able to switch between credit and prepayment modes.

With smart prepay, tenants should be able to:

- conveniently see how much credit is left on their smart meter in-home display, without having to manually read or access the meter
- top up when and where they want to - online, with an app, on the telephone, or via text message
- top up in person at their local store/outlet, without any need to put a key or card back into a meter. Payments will automatically be added to their account. They 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

How can tenants get a smart meter?

Every home in Great Britain is entitled to a smart meter at no extra cost. There are three straightforward steps tenants need to do to get one installed:

1. **Call their supplier** - we'll all be offered a smart meter by 2020. Tenants should contact theirs directly to see if they can get a smart meter fitted now.
2. **Fix a time and day** - they should then agree when their supplier will come and install their smart meter, bearing in mind the installation usually takes around two hours.
3. **Be home for installation** - either the tenant, or if they can't be there, a nominated, responsible adult will need to be present during installation. The installer will fit the meter and show the tenant how to use the in-home display.

For more information about the rollout visit smartenergygb.org

If you'd like to help us spread the word to your tenants, we have a range of resources and support on offer at: smartenergygb.org/partner-resources



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