

Getting a smart meter: FAQs for landlords

National Federation of ALMOs and Smart Energy GB are working in partnership to make sure ALMOs and their tenants understand smart meters, the rollout and how to get their gas and electricity under control.

The rollout is happening between now and 2020 and means that every home in Great Britain can upgrade to a smart meter at no extra cost. Smart meters send automatic meter readings directly and securely to your energy supplier, resulting in accurate bills, an end to estimated billing 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.

We want to help prepare you for questions that your staff or your tenants may ask about the practical steps for installation.



Who installs the smart meter?

A qualified installer sent by your energy supplier will fit your new smart meter at the time agreed when arranging your installation. They will never turn up on your doorstep unexpectedly. They will show you a photo ID card before they start and they will never request or accept financial payment. All smart meter installers must comply with the regulations set out in the *Smart metering installation code of practice*, which is enforced by Ofgem and can be found [here](#).



What will the installer do during the installation?

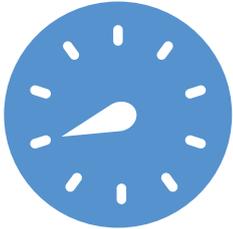
According to the Smart meter installation code of practice, an installer must:

- show your tenant a photo ID card before they start
- explain what their smart meter system does and how to use it
- check it's all working properly
- give your tenant a handy guide to using it
- answer any questions your tenant has
- tell your tenant where to find more help and information
- offer energy efficiency advice



How long does installation take?

About two hours if you have both your gas and electricity with the same supplier and they're fitting both smart meters at the same time. It's about an hour for each fuel and half an hour for your installer to explain how to use your new in-home display and provide some energy efficiency advice.



Where will new meters be installed?

Your tenants' new smart meters go where their traditional gas and electricity meters were. If this is not possible and they need to be fitted elsewhere, the smart meter installer will ask the tenant for permission first.



How do tenants prepare for installation?

Before the installation day, the tenant's energy supplier will:

- contact them and arrange a time and date that suits them
- tell them what to expect, how long it will take and if there's anything special they will need to do

Tenants will need to:

- be at home to let the installer in – they may want to have someone else present to support them during installation or nominate a responsible adult in their absence
- make sure the installer can get to your current meter – so, if it's in the cupboard under the stairs, make sure it can be accessed easily

If it's going to be a struggle for tenants to clear space in front of their meters, they should let their energy supplier know when they book the installation.

I'm a landlord, can I arrange a smart meter installation?

Whoever pays the gas and electricity bills can ask for a smart meter to be fitted. So if you pay the energy bills for a tenanted property, you can arrange an installation and should speak to the tenant about an appropriate time for the installation. In the case of void properties, you can arrange an installation and should make sure that you or a representative of your ALMO is present on the day.



For more information about the rollout visit [smartenergyGB.org](https://www.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](https://www.smartenergygb.org/partner-resources)

