

A little extra help to stay warm and well at home

Smart meters and the in-home display



It's important you use the energy you need to keep warm, safe and healthy at home, particularly during the winter months.

But having a cold home and struggling to pay your energy bills can make it hard to keep well. It can be even harder if you have an underlying health condition.

A smart meter could provide a little extra help to take control of your energy use and manage your household budget.

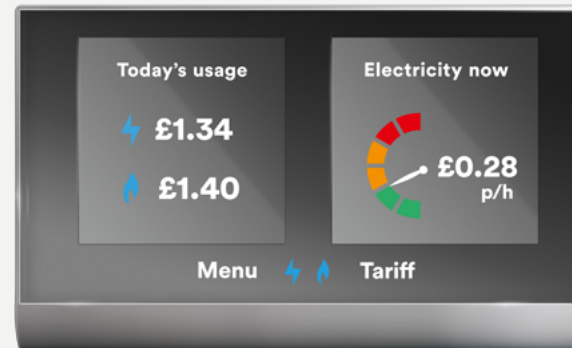
Smart meters record how much electricity or gas you use — like your existing meters. But with a smart meter, you can also see how much energy you're using, on an in-home display.

The in-home display is sometimes called an IHD. It comes with the smart meter, and can help you keep a closer eye on how much energy you're using, and how much it's costing you.



How smart meters work

1. The smart meter records your energy use, as you use it.
2. The IHD shows how much energy you're using, and what you've spent.
3. The smart meter automatically sends readings to your energy supplier.
4. You get a bill based on the amount of gas and electricity you used.



This image shows how a typical in-home display looks. Smart meter in-home display and figures are for illustrative purposes only.

Accessible in-home display (AIHD)

Some energy suppliers also offer an accessible version of the in-home display, sometimes called an AIHD. An AIHD has features that may help you. For example, they have larger buttons and can read information out loud.

An AIHD could be helpful if:

- you are blind or partially sighted
- have difficulties using your hands or wrists, or
- have difficulties with memory loss

Ask your supplier to find out more about getting an accessible in-home display.

Seeing how much energy you've used

Smart meters can help you save energy, but it's not automatic. Many people find the in-home display useful. It allows you to have more information about your energy usage. This could help you work out how to save energy and money around the home. For example, by switching the TV off at the wall.

One less thing to worry about

With a smart meter your gas and electricity readings are sent directly to your energy supplier. This means no more digging around in a cupboard or getting on a ladder to read the meter — much safer!

Say goodbye to estimated bills

Having a smart meter means getting a bill based on how much energy you used — not an estimate. This could take some of the guesswork out of balancing your budget.

Smart meters and security

The only people who can see your information are you and your energy supplier. And the only information that gets sent to energy suppliers is how much energy you use and when you use it. They can't see how you're using that energy, or when the washing machine is on!

Renters, you can get a smart meter

If your gas and electricity bills are addressed to you and you pay them, you can ask your energy supplier for a smart meter. You don't need your landlord's permission, but you should let them know. If you don't pay your energy bills, ask your landlord to get one installed for you.

Prepay smart meters

If you're on a prepay meter, you can get a smart meter. With a prepay smart meter, you can top up online or via a mobile phone as well as in a shop. You can see on your prepay smart meter in-home display when you need to top up.



Getting your smart meter installed

Smart meters are installed by gas and electricity companies. They replace your old energy meters, and do it all safely and securely. There is no extra cost to you. Here's how it works:

1. Contact your energy supplier to arrange a time and date for the smart meter to be installed.
2. The person installing your meter will turn up and show you their ID at the arranged time. If they don't show you ID, you can ask to see it.
3. They will disconnect the existing meter and replace it with a smart meter.
4. Once the smart meter is working, the person installing the meter will show you how to use the in-home display. If your gas and electricity meters are being replaced at the same time, it will take around two hours. If it's just one meter, it could be quicker.

IMPORTANT

- you will need to be at home when the smart meters are installed
- your energy supply will be turned off for a short time while the smart meter is being installed. If you need energy to help you with a health condition, please let your energy supplier know when you arrange the appointment

Some homes can't get a smart meter yet but will be able to get one before the end of the rollout. Your energy supplier can tell you if you can have one. They can also tell you how soon you can get one installed.

Make your home more efficient

Making your home more energy efficient may help to reduce your energy use and keep your home feeling warmer.

There are some low-cost actions you can take yourself such as:

- draught-proofing: this can be a cheap way of making your home warmer, products are available at your local DIY store
- radiator reflectors: placing radiator reflectors behind your radiators can help keep more of the heat coming into the room
- thermal underlay: placing thermal underlay beneath carpets helps insulate rooms
- closing the curtains: closing your curtains at dusk to help keep the heat in

Sign up to the Priority Services Register (PSR)

It may also be a good idea to add yourself to the Priority Services Register (PSR). The PSR is a free and voluntary system that means the most vulnerable customers get the right support from energy suppliers

That might include advance notice of any planned service interruptions or priority in a power cut. Once you're on the PSR, you may also be able to request large-format or braille bills to make things easier.

If you want a smart meter here's what to do next

Search '**get a smart meter**' today. Or get in touch with your energy supplier and ask if you can get one. You can find contact details on your bill.

To find some supplier's free-phone and textphone numbers visit:

smartenergyGB.org/supplier-free-phone-numbers

A little extra help to stay warm and well at home

Smart meters and the in-home display



Material accurate as of August 2022
Energy efficient tips courtesy of NEA 2022