

# How could a smart meter help you keep warm and well?



## How could a smart meter help you keep warm and well?

Having a cold home and struggling to pay your gas and electricity bills can make it difficult to keep well – particularly if you have an underlying health condition. As we head into the colder months, it's really important that you use the energy you need to keep warm, safe and healthy at home.

Heating and keeping your home warm can be expensive, and managing the household budgets can be stressful – especially if money is tight. Making small changes in how you use energy around the home could have an impact on your bills.

A smart meter and in-home display (IHD) could make it easier to spot where you are wasting energy and where you could make changes to save money — helping to keep your home warm. Seeing how much you're spending means fewer surprises when your bill comes through, which is one less thing to worry about.

## What is a smart meter?

Smart meters are the next generation of gas and electricity meters. They're being installed in homes across Great Britain at no extra cost, to replace traditional meters. They measure how much gas and electricity is being used, as well as what it's costing, and display this on a handy IHD.

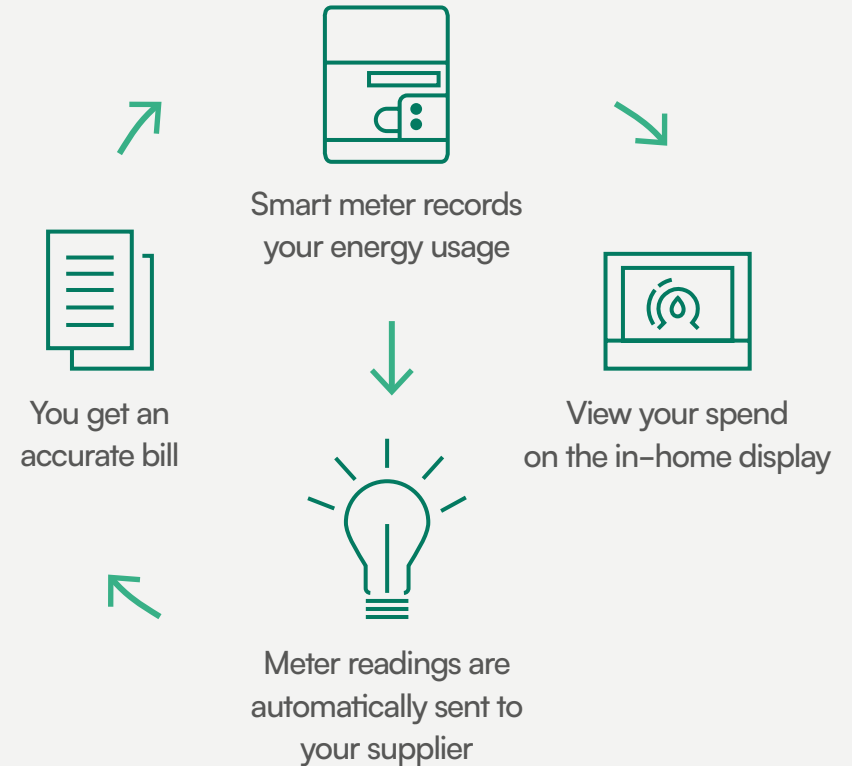


Smart meters also send gas and electricity readings directly and securely to your energy supplier so no more rummaging around in a cupboard or getting on a ladder to read the meter — much safer!

## What if I have a prepayment meter?

Smart meters are set up to work for both prepay and credit customers. A prepay smart meter allows you to top up whenever it suits; online, via mobile or at the shop. This means you could top up from the warmth and comfort of your own home, and without the hassle of needing to rely on others to help.

## How does it all work?



## What does the in-home display show you?



Energy suppliers offer different IHDs, which means yours may look different to your friend's or neighbour's. But all IHDs will provide the following information and functionality:

### 1. Electricity and/or gas usage, meaning:

- you can change between pounds and pence and kilowatt hours
- you can see your usage per day, per week and per month
- you can see whether you are using a low, medium, or high amount of energy

### 2. Comparison of your usage in weeks or months, meaning:

- you can see your near-real time usage for different time periods and then compare them manually

### 3. Ability to set budgets, meaning:

- on some IHDs, you can set targets in pounds and pence or kilowatt hours to help budget for your daily, weekly or monthly usage. Your IHD will help you to monitor how you are doing against your target, so you can make changes around the home to ensure you remain in budget

## Accessible in-home display (AIHD)

For anyone who is blind, partially sighted, or has difficulties with dexterity or memory loss, an AIHD could make tracking energy usage easier. The AIHD has been developed in partnership with the Royal National Institute of Blind People (RNIB), and includes features such as large buttons and text-to-speech functionality.

We have included both gas and electricity usage IHD information. If you only have a smart electricity or gas meter installed, your IHD will show your electricity or gas usage only.

## How could a smart meter help to save money?

A smart meter could help you budget better. The IHD, which you'll receive with your smart meter, shows you in near-real time the amount of energy you use in pounds and pence. Allowing you to keep a closer eye on your energy spending habits.

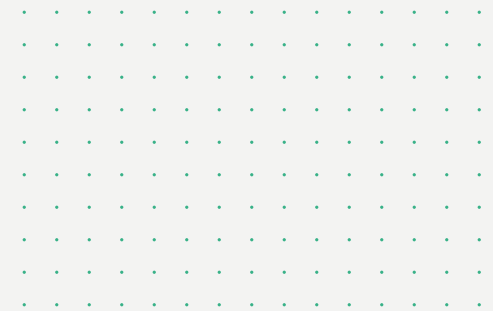
This could help you find ways to reduce energy waste around your home and save money. For example, you could save around £35 a year just by remembering to turn your appliances off standby mode\*.

## Are smart meters secure?

Both the IHD and the smart meter operate without the need to be connected to the internet. Rest assured, smart meters operate on a secure system, ensuring data is only visible to the energy supplier and authorised parties where consumer consent is given.



**Smart meters enable accurate billing, helping take the stress out of budgeting and putting you back in control.**



\*Data courtesy of the Energy Saving Trust, 2021

## How does the installation work?

Here's a few important things you'll need to consider before your installation:



Agree a time and date with your supplier that you can be home for the installation. An installer will never turn up unexpectedly.



Make sure you know where your current meters are and take steps to ensure they're accessible for the installer.



The installer should present you with a valid identity card upon arrival, which you can ask to see if the installer does not present it upfront.



It takes around one hour for your electricity meter, and around one hour for your gas meter. Your energy supply will be cut off for a short period, but you'll need to be present for the installation. If you have a health condition reliant on energy supply rest assured this will be addressed during your appointment booking.



If you're having your gas meter installed, the installer will perform a visual safety check on your gas appliances they are made aware of.



Once fitted, your installer should show you how to use your in-home display and offer energy-saving advice.

All suppliers have different installation booking processes. You will need to follow the individual supplier's standard booking processes — this information can be found on the supplier's website, or by calling the supplier directly.

## Sound good?

Get in touch with your energy supplier about installing your smart meter. You'll find their details on your gas and electricity bill.



### Please note:

Eligibility of smart meters may vary. Health information and guidance sourced from Public Health England. Consumer action required to:

- obtain cost savings, and budgeting benefits of smart meters
- keep households at a warm and healthy temperature

**If you're on a  
tight budget,  
a smart meter  
could make life easier**  
For more information  
about smart meters visit:  
[smartenergyGB.org](http://smartenergyGB.org)

