

A smart meter could give you peace of mind if money's tight

Know how much your energy bills should be.
And how much to budget.



When you're on a tight budget it can be a struggle to make ends meet. Even when you're doing everything you can to save money. A smart meter could make things a bit easier.

A little extra help to stay on top of your energy use

Smart meters record how much electricity or gas you use — just 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 does it all 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.

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.

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.



With our bills going up, we've had to focus more on what we're paying. That's why we wanted to get a smart meter, and it's been great so far. The kids are ... using the in-home display, which is right by the TV so we can all see it. They're now turning the lights off themselves because they are looking at the display."

Stephanie, Oldham

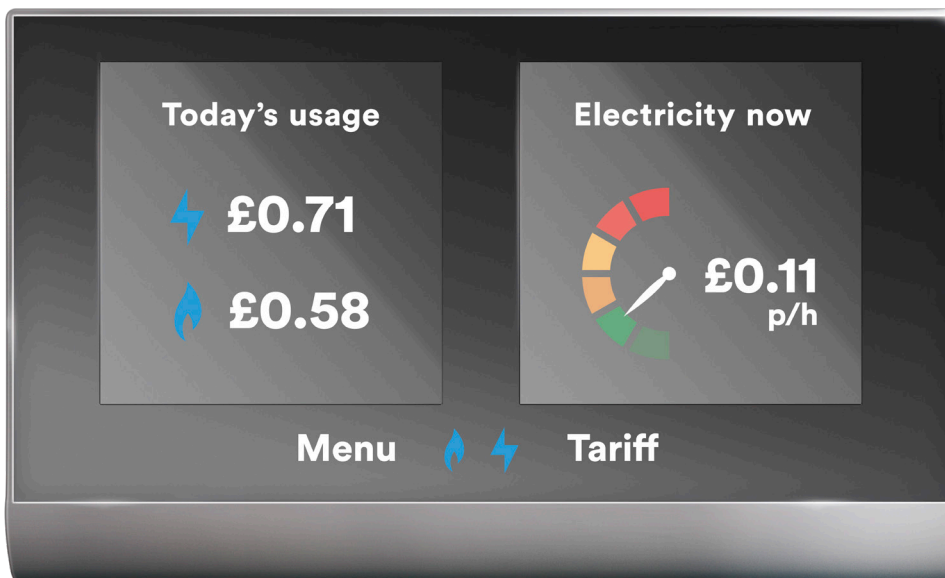
What you will see on your in-home display (IHD)

You might have seen an IHD at a friend or neighbour's house. Some look different, but they all work the same way.

The IHD shows you:

- your gas and electricity costs
- your energy costs each day, week and month
- if you're using a small or large amount of gas and electricity
- your spending goals (only available on some IHDs). You could use this to make changes and spend less if you want to

If you only have a smart meter for gas, your IHD will only show you how much gas you use. If you only have a smart meter for electricity, your IHD will only show you how much electricity you use.



This image shows how a typical in-home display looks.

Accessible in-home display (AIHD)

The accessible in-home display is sometimes called an AIHD. If you need an accessible in-home display, they're available from some suppliers.

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

They have larger buttons and can read information out loud. Ask your energy supplier about an accessible in-home display.

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.



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 customers, you can get a smart meter too

A prepay smart meter allows you to top up online, on your mobile or at the shops. You should be able to put money on the meter from the comfort of your home whenever it suits you.



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. Or to find some supplier's free-phone and textphone numbers visit: [smartenergyGB.org/supplier-free-phone-numbers](https://www.smartenergyGB.org/supplier-free-phone-numbers)

Give yourself peace of mind with extra help to manage your household spending



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