

Get more control over your energy use.

Get a prepay smart meter.

With energy costs rising, many prepay customers may find that their credit is running out faster than it used to. A prepay smart meter could help you feel more in control. Here's how.



See how much energy you're using

Prepay smart meters come with an in-home display, it's sometimes called an IHD. It can help you keep a closer eye on how much energy you're using, and how much it's costing you.

Prepay smart meters and the in-home display can help you save energy, but it's not automatic. You can use the in-home display to see if you're using a lot of energy, and make changes around the home if you want to use less. Like switching the TV off at the wall when it's not in use.

At the end of 2021 there were roughly

3.4 million
prepay smart meters installed
in homes in Great Britain*.

Set budgets and alerts

If you're worried about using too much energy, on some in-home displays you can set budgets for your energy use — and get alerts when you're using more than you have planned for. This could help take some of the guesswork out of budgeting.

Sources:

*Smart Meter Statistics in Great Britain: Quarterly Report to end December 2021

**Yonder commissioned by Smart Energy GB, (November 2021), NST Smart energy outlook

Know when you need to top up

The in-home display shows how much credit you have left. You can use that information to see when you need to top up. No more surprises, or last minute trips to the shop.

7 out of 10

smart prepay owners would
recommend smart meters

and 7 in 10 say their smart meter makes them
feel more in control of their energy use**.

Top up online or from your phone

The choice is yours. With a prepay smart meter, you can top up online, by text, using an app, or by going to a top up point in a shop. You pick how much credit you want to add and your credit gets topped up immediately.

If you decide to top up at home, that could save you the time and costs of going to the shops. A prepay smart meter means you can top up where and when it suits you.

Giving households greater flexibility

All smart meters can operate in prepay mode or in credit mode. Where needed, your supplier will be able to change your smart meter from prepay to credit mode and back again, with no need to get a new meter installed.



How smart meters work



1. Top up your prepay smart meter online, by text, using an app, or by going to a top up point in a shop.



2. The prepay smart meter records your energy use, as it is being used.



3. The prepay smart meter automatically sends readings to your energy supplier. It's secure, and no other information is sent.



4. The in-home display shows how much energy you've used and how much credit you have left.

The only information that gets sent to energy suppliers is how much energy is being used and when. Suppliers can't see what's plugged in, or when the TV is on!

Prepay smart meters aren't connected to the internet. The in-home display isn't connected to the internet, either. So, there's no need to have internet access to get one: you can top up by text or in a shop.

If you only have a prepay smart meter for gas, the in-home display will only show how much gas you have used. If you only have a prepay smart meter for electricity, the in-home display will only show how much electricity you have used.



This image shows an in-home display in prepay mode. You can see how much credit is available.

Getting a prepay smart meter

Prepay smart meters are installed by gas and electricity suppliers. They replace the old meters, and do it all safely and securely. There is no extra cost to the customer.

Accessible in-home displays (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
- 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.

If you're renting a home which has a prepay meter, you can get a prepay smart meter.

You don't normally need your landlord's permission, but you should let them know. Your landlord shouldn't stop you getting a smart meter unless there is a good reason.

Ask your energy supplier for a smart meter or search 'get a smart meter' today. To find some suppliers' freephone and textphone numbers visit: [smartenergyGB.org/supplier-free-phone-numbers](https://www.smartenergyGB.org/supplier-free-phone-numbers)

Some homes can't get a prepay 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.

Material accurate as of June 2022.

