Smart Meter Guide

With a smart meter, you can better manage your energy use and find ways to save energy in your home.

What are smart meters?

Smart meters are the new generation of gas and electricity meters that **accurately measure** how much electricity or gas you're using. They show you what you are spending in pounds and pence on their handy in-home displays in near real-time. They also send the readings to your supplier without any extra work from you.

Can I get a smart meter if I'm renting?

If you pay your bills directly, you are automatically entitled to get a smart meter – just **request one from your supplier**. We recommend that you let your landlord know before you make the change – we've included an email template at the end of this guide to inform your landlord. We also have an email template for if your landlord pays the bills.

What are the benefits of smart meters?

- **Identify waste** – the smart meter display could help you identify places where you're wasting energy or where you can cut back and save.
- **Gain control** - understand how much energy you're using in near real-time, and what it's costing you could help you gain control over your energy usage.
- **Automatic readings** – with a smart meter your actual energy usage is sent directly to your supplier.
- **Access schemes/tariffs** - having a smart meter could help you access schemes and tariffs that reward you for changing how and when you use energy (like National Grid Energy System Operator's Demand Flexibility Service).

Can I get a smart meter if I live in a block of flats?

Many homes can upgrade to a smart meter right now - but where you live, the type of home you live in, and the age and type of your existing meter may mean that your energy supplier will take a little longer to get yours to you. **Contact your supplier** to find out if a smart meter is suitable for your property.

What happens when I move out?

After you move out, you **leave your smart meter display in the property** – you can always request that your supplier install a smart meter in your next property if there isn't one installed there.

Do I have to pay for a smart meter?

There is **no additional cost** for the installation of your smart meter. You won't have an extra charge on your bill because you chose to have a smart meter.

At the point of installation **you should be offered a smart meter display for no additional cost**, this shows your spending to you in near real-time.

How can I get a smart meter?

1. Request your smart meter from your energy supplier. Smart Energy GB has a handy tool to easily contact your supplier.
2. Arrange a date and time for your installation. This will be confirmed with your energy supplier.
3. Let your supplier in to install your meter – this can take about two hours and you need to be present throughout that time, and your energy supply will be cut off for a short period. Your installer will demonstrate how your smart meter works and answer any questions you may have.
4. The traditional meter is removed and is replaced by a smart meter. Smart meters are a similar size to traditional meters and are usually installed in the same place that the original meter was.
5. Reap the benefits of seeing your household energy usage in pounds and pence to help you manage your energy.

Find out more about the installation process.

Template email to a landlord who pays the energy bills

Dear NAME,

I hope you're well. I have been considering our energy use and bills whilst living in your property and wanted to ask you, as you pay the energy bills, if this property could be upgraded with smart meters.

Smart meters have lots of benefits that will help me get more control over my energy use, including automatic meter readings and accurate bills (including if the property is empty). The new meters are usually installed in the same place as the old meters, and I will arrange to be home during the installation process (which usually takes 2 hours).

If you've got any questions or concerns, please could you let me know in the next 7 days by email or phone. You can find out more about how to get a smart meter online.

Best wishes, NAME

Template email to a landlord who does not pay the energy bills

Dear NAME,

I hope you're well. I have been considering our energy use and bills whilst living in your property and wanted to make you aware that as I pay the energy bills to the supplier, I have chosen to upgrade the existing energy meters to smart meters.

Smart meters have lots of benefits which will help me get more control over my energy use and bills, including automatic meter readings and accurate bills (including if the property is empty). The new meters are usually installed in the same place as the old meters, and I will arrange to be home during the installation process (which usually takes 2 hours). I'll be offered an in-home display with the new meters, which I'll leave in the property when I move.

In following Ofgem guidance, I wanted to reach out in advance to let you know of my decision and the reasons why. If you've got any questions or concerns, please could you let me know in the next 7 days by email or phone.

Many thanks, NAME

Find out more about smart meters from Smart Energy GB.

You may also be interested in reading our other guides about home energy topics:

- Home energy advice – our ultimate guide to help you manage your energy bills and keep your home warm and healthy.
- Managing bills in a shared house
- Your rights as a tenant
- Energy suppliers, tariffs & bill