

# Smart meters

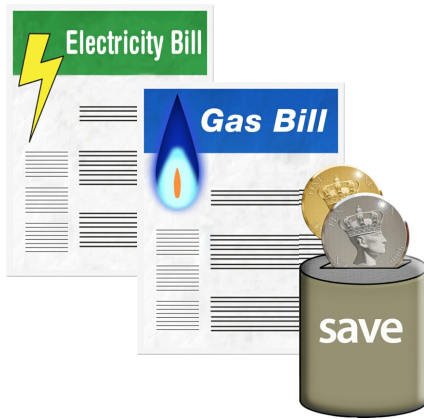
How to get your gas and electricity under control



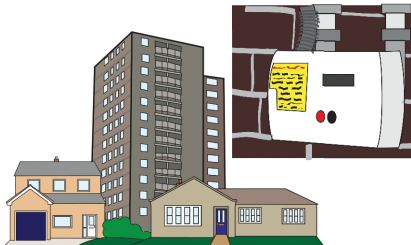
EasyRead version



## About this leaflet



This leaflet tells you about smart meters and how they can help you get your gas and electricity under control.



Smart meters are being fitted in homes.



They will not cost you anything extra.

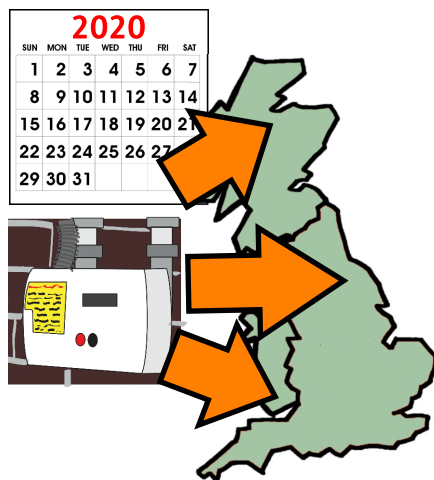


You may like to have someone with you when you look at this leaflet.

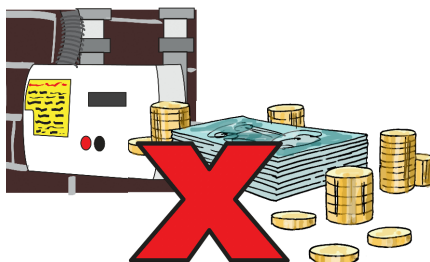
## About smart meters



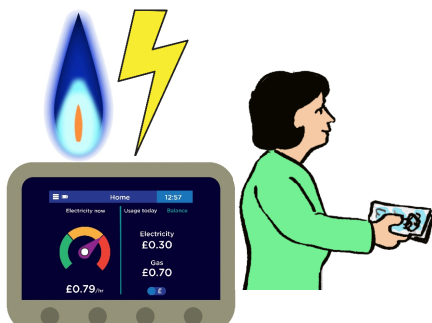
Smart meters can help you see how much gas or electricity you are using.



By the end of 2020 gas and electricity suppliers will fit smart meters in every home in England, Scotland and Wales. This is even if you have a prepay meter or you rent your home.



Smart meters will not cost you anything extra.



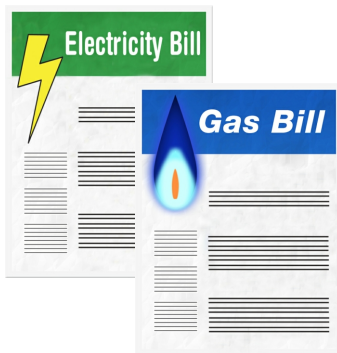
Smart meters show how much money you are spending on gas or electricity as you use it.



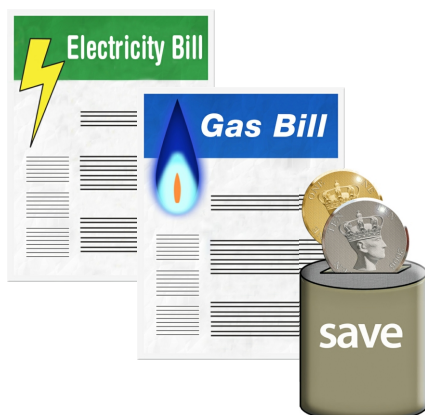
Smart meters mean gas and electricity suppliers will be able to sort out any problems with your energy supply faster.



Gas and electricity suppliers will also be able to offer different tariffs that may be better for you.

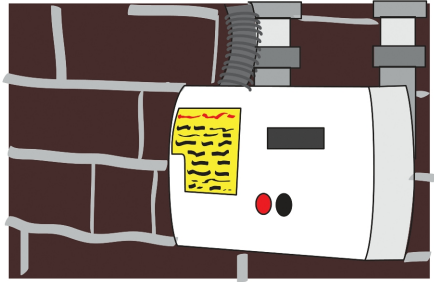


Tariffs are what energy suppliers charge you for gas and electricity.



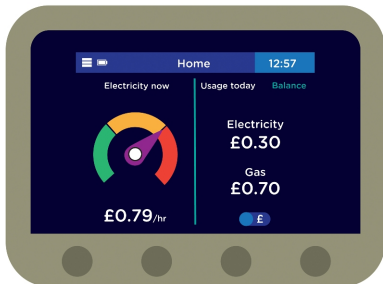
Smart meters can help you see how much gas or electricity you are using and what you are paying. This may help you save money.

# How smart meters work

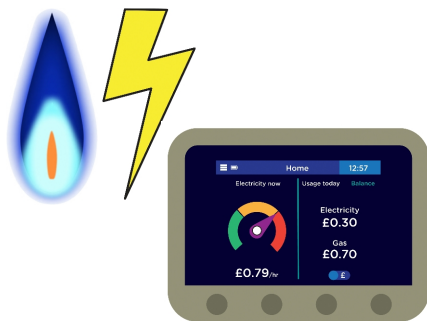


There are 2 parts to a smart meter:

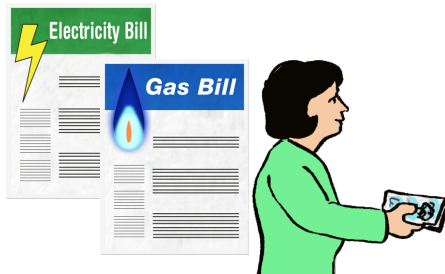
1. The new smart meter.



2. A display screen that shows how much gas or electricity you are using and how much it costs.



The 2 parts work together to make sure you and your gas or electricity supplier know how much energy you are using.



This means:

- you only pay for the gas or electricity you use and your bills show you the exact amount you have spent

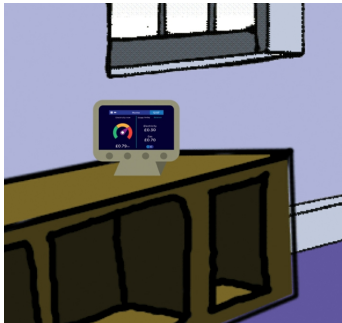


- your gas or electricity supplier will know if your gas or electricity has been cut off

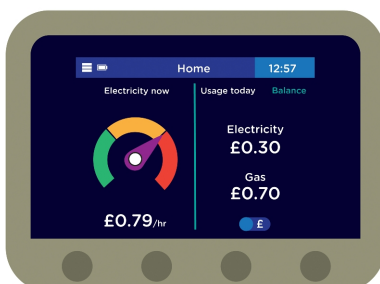


You can choose how often to share the information from your smart meter with your energy supplier. They may offer you advice about how you can save money.

## Your display screen



You can put the display screen wherever you like in your home. It may need to be plugged in.



It links to your smart meter without wires. You do not have to have the internet.

On the display screen in your home  
you can see how much energy you are  
using by:



- each hour

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

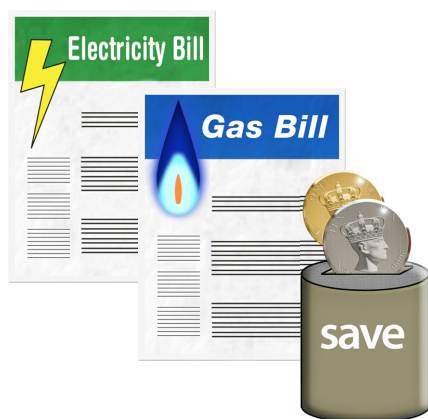
- each day

MONTH						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- each month



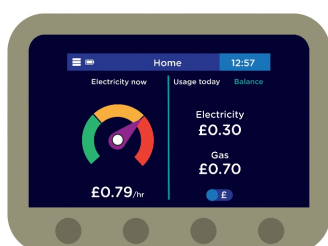
This can help you understand how much  
things like extra heating in the winter or  
your tumble dryer are costing you, if you  
have one.



You will be able to use this information to see if you would be better off with another gas or electricity supplier or on a different tariff. You can then change to them if you want to.

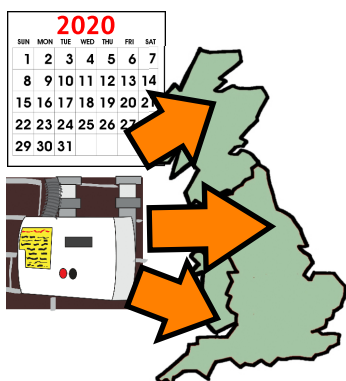


Your gas or electricity supplier can tell you about display screens for disabled people.

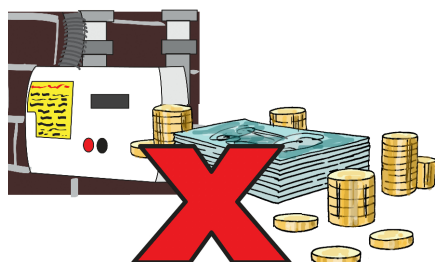


Display screens might not look the same, but there is some information they must all show.

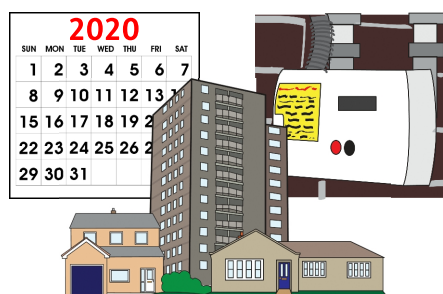
## How to get a smart meter



Every home in England, Scotland and Wales can get a smart meter between now and 2020.



It will not cost you anything extra.



It is a big job to change all the gas and electricity meters in the country. How quickly you get one depends on the home you live in and the gas or electricity meter you have.



Your gas or electricity supplier will contact you when they are ready to fit your smart meter. You do not have to have one if you do not want to.

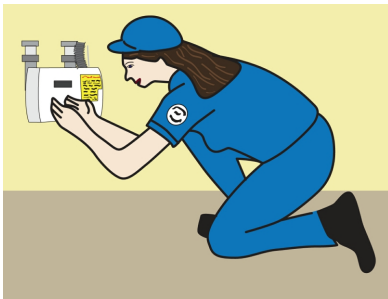


You can also contact them to say you want one and ask when they can fit your new smart meter. You may want to ask someone to help you do this.

## When your smart meter is fitted



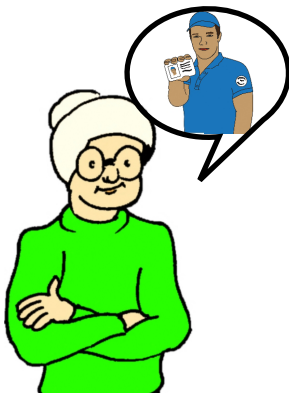
You do not have to pay for the smart meter or to have it fitted.



Your gas or electricity supplier will send someone to fit your smart meter.



The installer will not just turn up. The supplier will tell you when someone is coming and they will show you an identity card with their name and photograph on it.



You can ask to see their identity card if they do not show it to you.



You will need to:

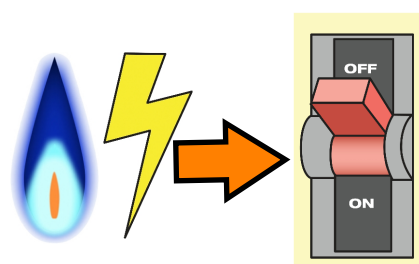
- be at home. It will take about 2 hours



- show the installer where your old meter is



- make sure they can get to it easily. If you think this might be difficult, please tell your gas or electricity supplier before they come to fit your new smart meter



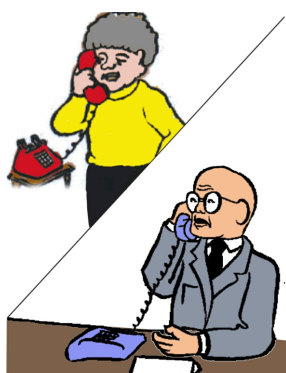
Your gas and electricity will be turned off for a short time. Both will be turned off if your old gas meter and your old electricity meter are being replaced with a smart meter.



The installer will show you how to use the display screen. And if you are a smart prepay customer then they will show you different ways you can buy your energy.

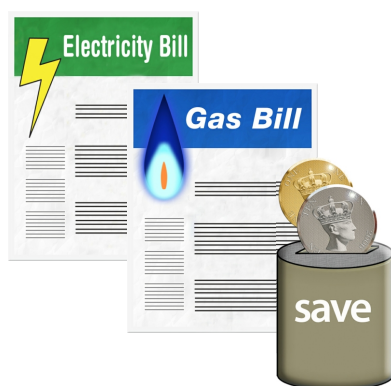


If you have a new gas smart meter the person installing it will also do a gas safety check.



If you have any more questions about your new smart meter you can ask your gas or electricity supplier.

## How you can save over £150 a year

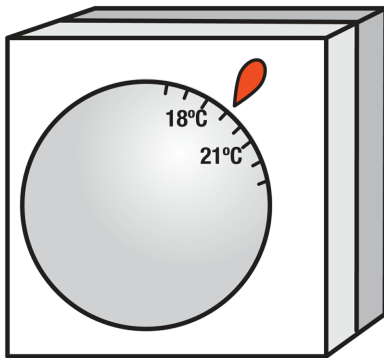


There are lots of ways to use less gas or electricity and spend less on your bills.

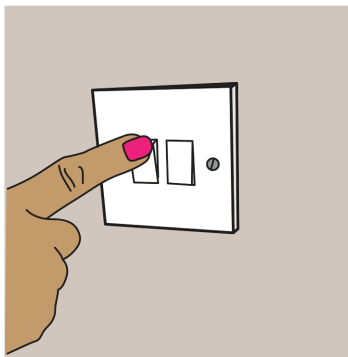


These changes could help you save over £150 a year on gas and electricity.

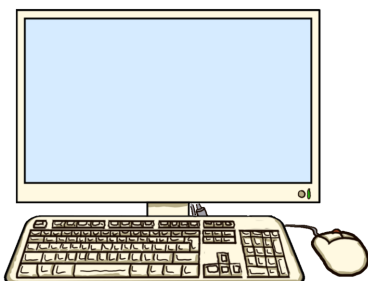
You could save:



- between £80 and £85 a year by turning down the thermostat that controls your heating by 1°C for a 3 bedroom house



- about £13 a year by turning lights off when you are not in the room



- £6 a year by turning your computer off at the wall when you are not using it



- £6 by washing your clothes at 30°C instead of a hotter wash



- £29 a year by drying your clothes on a washing line in the summer instead of using a tumble dryer



- about £7 a year by only filling the kettle with the water you need

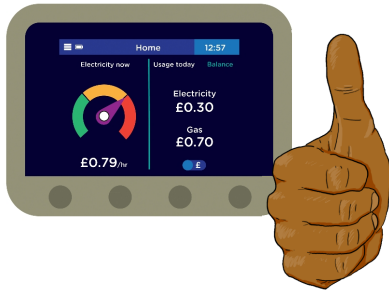


- about £15 a year by spending just 4 minutes in the shower



These savings were worked out using the cost of gas or electricity in February 2016.

## The smart future



Smart meters can help us all use our energy better in the future.



They will help gas and electricity suppliers manage energy better in the future.

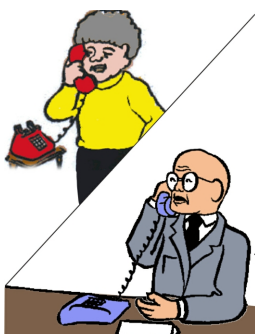


In the future we may be able to choose tariffs that cost us less money at different times of day.

## Getting a smart meter for your small business

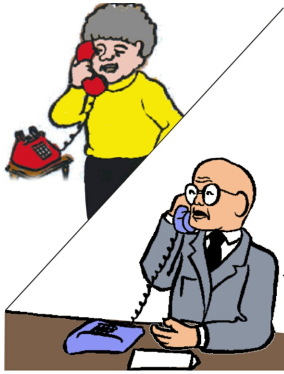


If you run a small business you may also be able to get a smart meter for your business by the end of 2020.



You can find out about getting a smart meter for your small business by getting in touch with your energy supplier.

## How to find out more

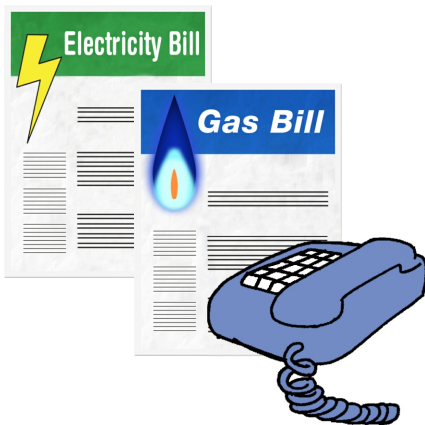


Your gas or electricity supplier will contact you about getting your new smart meter.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21



You can also get in touch with them and tell them you are interested in getting a smart meter. You can ask when they may be able to fit it.



Their telephone number is on your gas or electricity bill.



If you do not know which supplier you get your gas from you can find out by telephoning **0870 608 1524**.



You can find out more about smart meters and get this leaflet in different formats on the website:

**[www.smartenergyGB.org](http://www.smartenergyGB.org)**



This leaflet was written by people at Smart Energy GB.

Smart Energy GB tells people about smart meters.





With thanks to the British Institute of Learning Disabilities (BILD) for working with us to create this leaflet.



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