



Action for Warm Homes

SMART METER TRAINING FOR COMMUNITIES

COURSE AUDIENCE

This course is designed for those frontline staff working householders requiring an understanding of smart meters and the in-home display.

COURSE AIM

The course aims to explain how smart meters work and their potential benefits for low-income and vulnerable households. It will also examine some of the issues householders are experiencing with the smart meter technology.

COURSE OBJECTIVES

Explain:

- some of the myths and benefits surrounding smart meters
- the smart meter rollout
- the in-home display (IHD)
- the installation process and follow-up support
- energy reduction behaviour change
- where householders can get further assistance

COURSE CONTENT

- Smart meter roll-out programme
- Smart meter technology – smart meters and in-home display
- Installation process, code of practice and follow-up support
- Domestic appliance running costs
- Household behaviour change
- Energy efficiency and heating controls advice incorporating FAQs and myth busting
- Signposting to help/ support

DURATION

Half-day (3 hours)



National Energy Action, Level 6, West One, Forth Banks, Newcastle upon Tyne
Tel: 0191 261 5677 / Fab: 0191 261 6496 / Website: www.nea.org.uk



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COURSE DATES/ LOCATIONS

This course can be delivered in-house to organisations wishing to train a group of staff.

FURTHER DETAILS, FEES AND BOOKINGS PLEASE CONTACT

Lynsey Thompson, NEA

Tel: (0191) 2615677 / E-mail: lynsey.thompson@nea.org.uk



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