



# Smart meters are helping clean up our energy system



**Fflur Lawton**  
**17<sup>th</sup> May 2021**

# Smart Energy GB's role

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Build consumer awareness and understanding of smart meters

Create confidence in the installation of smart meters by suppliers

Increase willingness of consumers to change their behaviour around energy

Assist those in vulnerable circumstances to realise full benefits of smart meters

# The rollout in numbers



**97%**  
of people are  
aware of smart meters



**More than  
23.6 million**  
smart meters have  
now been installed  
across GB



**49%**  
of households in Wales  
have a smart meter  
installed



**39%**  
of people in Wales  
would seek or accept a  
smart meter in the next  
six months



**75%**  
of people with smart  
meters have a  
better idea of their  
energy costs



**6 in 10**  
people with smart  
meters would  
recommend them to  
others

# Benefits of an upgraded energy system

Personal



Environmental



Innovation



# SMETS2 installs & SMETS1 migration



**Over 11.7  
million**

Smart meters  
connected to the  
national network

**Over 7.6  
million**

SMETS2 meters  
on the network

**Over 4  
million**

SMETS1 meters  
migrated into the  
network

# Smart meter policy framework

- 'All Reasonable Steps' obligation to end in June 2021
- New policy framework from July 2021 to mid-2025
- Individual target based obligation on energy suppliers set on a trajectory to 100% coverage
- Changes to Smart Energy GB objectives including a renewed focus on making sure consumers in vulnerable circumstances are supported with continued awareness activity



Department for  
Business, Energy  
& Industrial Strategy



# An evolving campaign

It's time to get  
Gaz & Leccy  
under control.

Every home can get a smart meter  
from their energy supplier by 2020.



smartenergyGB.org



Smart Energy GB

A close-up of a woman's face with a serious expression, looking directly at the camera. Below her face is a landscape with green hills and wind turbines under a blue sky.

**I WANT  
TO USE  
GREENER  
ENERGY.**

Smart meters can't solve climate change on their own. But with the smarter, more efficient energy grid they help to create, they're a start.

**I WANT A SMART METER.**  
Search: I want a smart meter or call: 0300 304 9000

A small image of a smart meter and a circular logo that says "THE CUSTOMER FOR SMART METERS".

Calls to this number from UK landlines and mobiles are charged at the standard rate (i.e. same rate as calls with a 03 number) and may be included in your usual call allowances. Please check with your provider.

**Smart meters are helping clean up our energy system**

By getting a smart meter, you are doing your bit to modernise Britain's energy system – helping it use more renewables like wind and solar power.  
Ask your energy supplier for a smart meter



eligibility may vary. Consumer action regions. Always check the terms and conditions of your energy supplier.

# Working in partnership: Smart Energy GB in Communities





# Resource centre

English, Welsh,  
Bengali, Urdu, Polish,  
Somali, Pubjabi,  
Gujarati

BSL  
Audio  
Easy Read  
Large Print



**Os ydych ar  
gyllideb fach,  
gallai mesurydd  
clyfar wneud  
bywyd yn haws**

Mesuryddion  
Clyfar  
Ynyswch eidd  
Cherrylands Llandudno



**Sut y gallai mesurydd clyfar  
eich helpu i arbed arian  
ar eich biliau nwy a thrydan**

Fersiwn Howdd ei Ddeall

Mesuryddion  
Clyfar  
Ynyswch eidd  
Cherrylands Llandudno



**If you're on  
a tight budget  
a smart meter  
could make  
life easier**

Smart  
Meters  
Join the quiet  
revolution

# Diolch / Thank you

For more information please visit  
[SmartEnergyGB.org](http://SmartEnergyGB.org)

Or contact  
[Fflur.Lawton@smartenergygb.org](mailto:Fflur.Lawton@smartenergygb.org)

