



NEA's involvement in the smart meter rollout

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Action for Warm Homes

NEA's involvement in the smart meter rollout

- Multiple benefits for vulnerable consumers
- NEA's frontline teams provide support to householders and stakeholders
- Challenge issues and champion good practice
- Operational insights directly inform our policy and advocacy



Action for Warm Homes

Mohsin's Story – Living with a legacy PPM

Mohsin is a 62 year-old man living in a one-bedroom flat. He is one of the hundreds of thousands of households in the last year who found themselves without money and unable to top up their meters, therefore experiencing self-disconnection. For Mohsin, this is due to challenges in making his income from Universal Credit meet the day-to-day cost of living, and consequently he regularly runs out of money between benefit payment cycles.

Mohsin is living with significant physical health issues, including diabetes and COPD. He has also had Covid-19. Combined, these health issues make him feel especially vulnerable when leaving the home and this has had significant impacts on his confidence in going out to top up his meters at the local shop:

“I had Covid in January and I've had two chest infections. So, if you're ill, safety wise, you don't want to go out because I don't want to catch something else. I think I've got long Covid because I've got moderate asthma. I've not recovered from it since, and that w[ould] be good not to...go to the shops.”

Despite the challenges and inconvenience associated with topping up at the local shop, Mohsin describes this as his preferred payment method; enabling him to control energy expenditure more tightly on a day-to-day basis and due to a previous bad experience, he opts for a payment method that limits supplier-consumer contact.

Smart Energy GB in Communities

- Grants programme, supporting trusted intermediaries across GB to engage and inform people about the benefits of smart meters
- Since 2016 almost 400 grants have been awarded
- Reaching and engaging vulnerable households
- Resources and training for frontline advisers

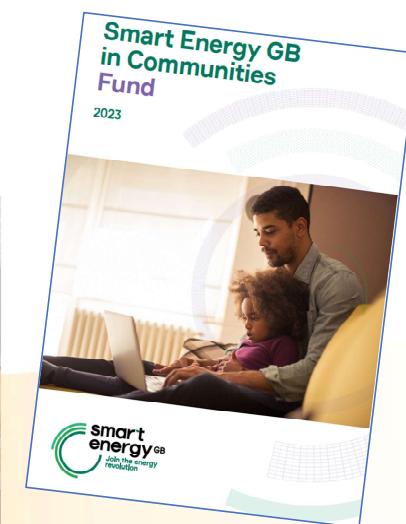




“This will help me so much – I could not have faced a winter not knowing what my bills were going to be – this will give me control”

Smart Energy GB in Communities 2023

- Grant funding and support currently targeted to organisations reaching:
 - people in fuel poverty
 - people lacking basic digital skills
 - carers
- Funding aims to ensure people understand how a smart meter could benefit them
- www.nea.org.uk/work-with-us/smart-meters/smart-grants-2023
- Closing date: 10 February
- smartgrants@nea.org.uk



Future of the smart meter rollout

- Sustaining the benefits
- Links with health
- Net zero

