



Benefits of smart meters for prepay and customers in vulnerable circumstances

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The smart meter rollout in numbers



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97%
of people are
aware of smart
meters



Over 65s
are ahead of total GB
population in smart
meter ownership



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



Those on low incomes
are just as likely to have a
smart meter installed as the
rest of people in GB



54%
of meters in GB
are smart meters



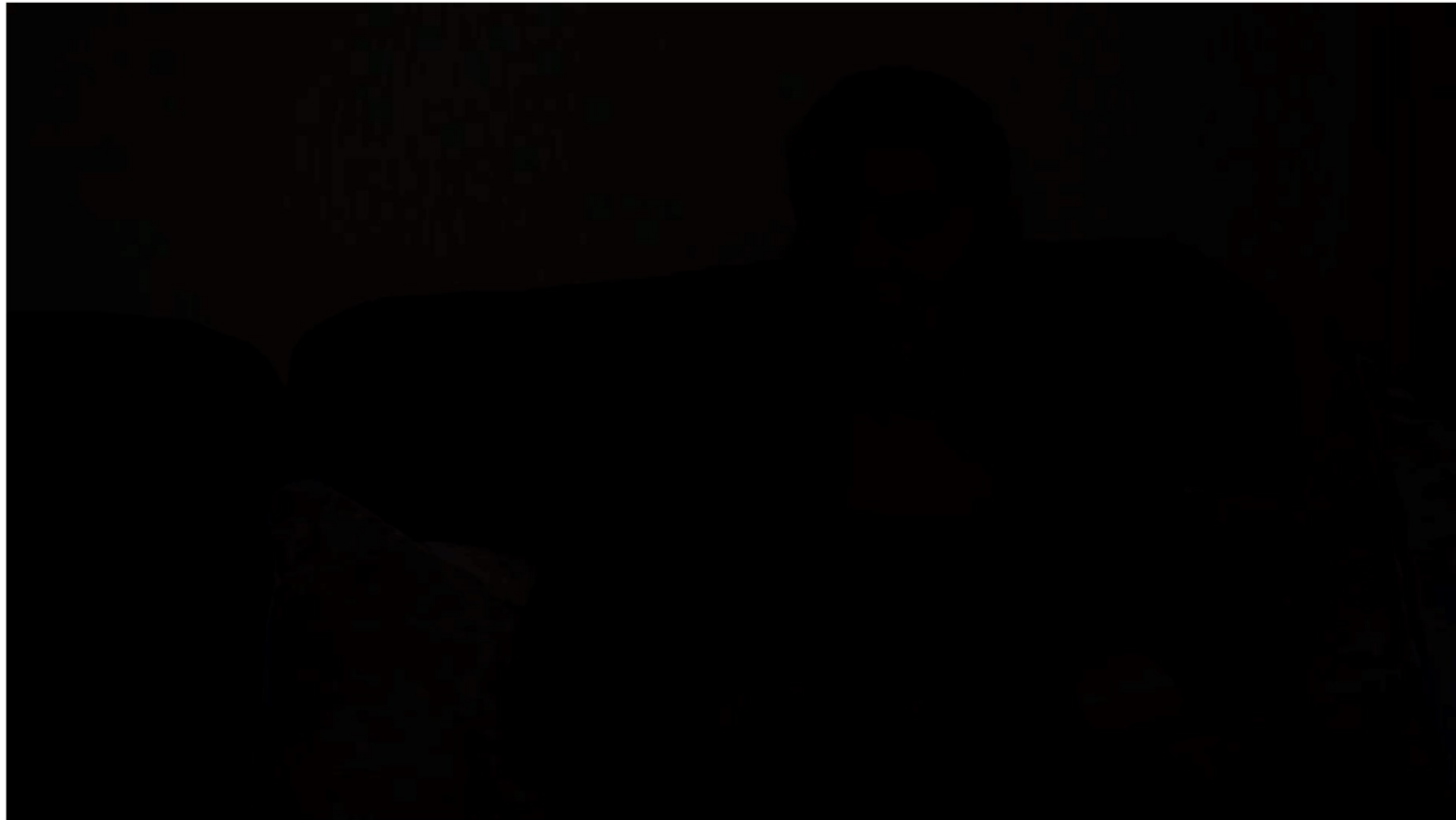
Prepay customers
are more likely to say
their smart meter makes
a difference with energy
use

Prepayment switching

- Anyone in financial difficulty with energy bills should contact their energy supplier as a first step
- Strict rules set by Ofgem include offering ways to help people repay money owed
- Suppliers can only switch a meter to prepayment where it is safe to do so
- Regulatory protections are the same for people with smart meters as they are for people with traditional analogue meters
- Citizens Advice can provide further support for people unable to resolve their issues with their supplier



Benefits of smart prepay – case study



Benefits of smart prepay

Customers can:

- top-up online over the phone or via text
- access remote support, including:
 - automated friendly and emergency credit
 - disconnection-free hours
- use the in-home display to:
 - manage energy use and credit, set budgets and alerts

From Energy UK's Vulnerability Commitment, suppliers can:

- be alerted to customers self-rationing or self-disconnecting
- send alerts to customers when credit drops below a level deemed safe, and when in emergency credit
- provide tailored advice on energy costs

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Benefits of smart prepay



- Remotely add EBSS discount directly to the smart meter
- Enhanced information to aid in budgeting
- Enhanced debt repayment process
- Reduced frequency of disputes with landlords and tenants
- Future options for new tariffs, such as time-of-use



- Reduces feelings of social stigma from having to top up in a public setting
- Save time from not having to travel to top up
- Allows for better quality of service from suppliers, such as identifying self-disconnection
- Ability to use IHD and apps, rather than directly interacting with the meter itself

Campaigns in 2023

- **Prioritizing prepay customers in 2023** – despite this group being more likely to want a smart meter or have one already
- **2023 in Communities fund** launched last week
- Campaigns to reach and support **fuel poor households, carers and people who lack basic digital skills**
- Information on what to do if you're **struggling to pay your bills**
- Continuing to promote the **accessible in-home display (AIHD)** to relevant audiences



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Advice if you're worried about higher energy bills

