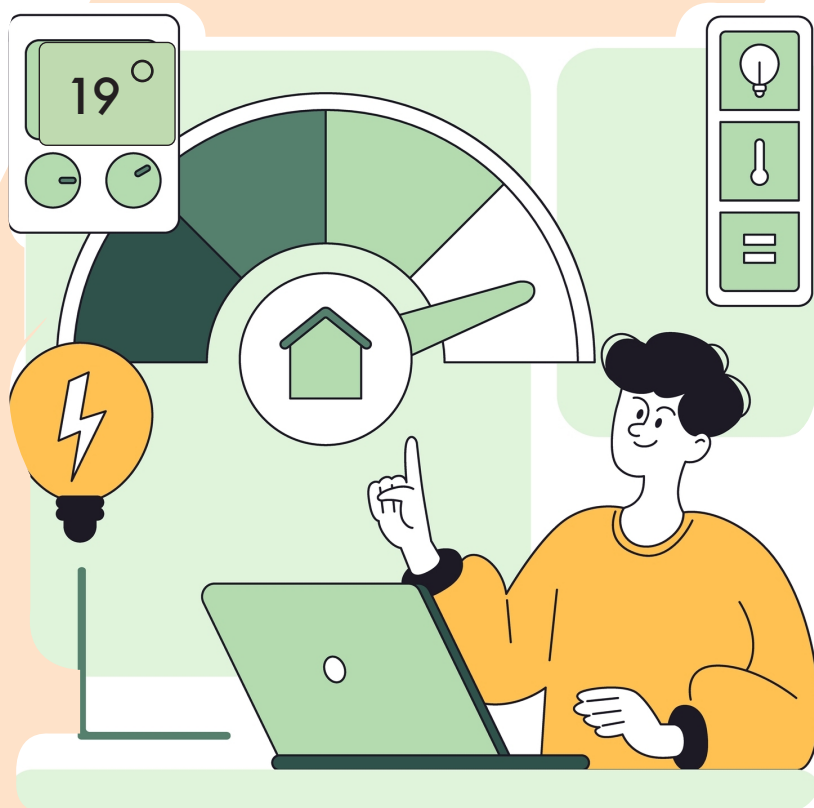




# UNDERSTANDING SMART METERS

National Energy Action is the national charity helping you with your energy bills. This leaflet offers advice and information on smart meters and in-home displays, and how they could benefit you...



IMAGES: SHUTTERSTOCK

# WHAT ARE SMART METERS AND HOW DO THEY WORK?

## FREE

- **Smart meters are the new generation of gas and electricity meters.** They replace your traditional meters and are installed at no extra cost by your energy supplier.
- **Smart meters help to monitor how much energy is being used** in your home.

## AUTOMATIC

- **Meter readings are sent automatically and securely to your energy supplier**, so you no longer have to provide manual meter readings. Your supplier uses this information to produce accurate bills.
- **If you prepay for your energy, the in-home display will enable you to see how much credit is left** and with a smart meter you can also top up easily via an app, online or still in the local shop.

## FLEXIBLE

- **With a smart meter, you can access more flexible tariffs**, including those which charge a different rate depending on the time of day energy is used.

## YOUR CHOICE

- **If you rent your home and the energy bill is in your name then it's your choice to have a smart meter installed.** If your lease says you need your landlord's permission to change the meter, Ofgem, the energy regulator, says they shouldn't unreasonably prevent this.
- **There are some property types and locations which might currently prevent a smart meter from being installed.** If this is the case, your energy supplier should be able to explain why and let you know when an installation may be possible.
- **If you aren't sure if you already have a smart meter installed**, ask your energy supplier to check.

# UNDERSTANDING YOUR IN-HOME DISPLAY (IHD)

Along with the smart meter, you'll be offered an in-home display (IHD), which is a small portable device that tells you in pounds and pence how much energy you are using. The smart meter installer will show you how to use the in-home display. It can help to identify which appliances are using the most energy. Using this information may mean you can identify ways you might be able to save money.



**Your in-home display provides vital information such as:**

## **ENERGY CONSUMPTION**

in pounds and pence.

## **METER READINGS.**

**IF YOU PREPAY FOR YOUR ENERGY, IT WILL ALSO TELL YOU HOW MUCH CREDIT IS LEFT**, when credit is running low and if there is any debt on the account.

**YOU CAN FIND IN-HOME DISPLAY USER GUIDES** on the Citizens Advice website at: **[www.citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter/find-the-user-guide-for-your-smart-meters-in-home-display/](http://www.citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter/find-the-user-guide-for-your-smart-meters-in-home-display/)**

**ACCESSIBLE IN-HOME DISPLAYS ARE ALSO AVAILABLE FROM SOME ENERGY SUPPLIERS.** If you have a sight impairment, problems with dexterity or suffer from memory loss then let your supplier know as they might be able to provide you with an accessible in-home display.

# MORE INFORMATION

## CONTACT YOUR ENERGY SUPPLIER

to find out more about smart meters.

## IF YOU ALREADY HAVE A SMART METER AND THERE IS AN ISSUE

**WITH IT** or with the in-home display then let your energy supplier know so they can help identify and resolve the problem.

## SMART ENERGY GB IS THE INDEPENDENT, NON-PROFIT, GOVERNMENT-BACKED

**ORGANISATION** that helps households and small businesses across Great Britain to understand how smart meters can benefit them, their families and the environment. Their website has lots of useful information:

[www.smartenergygb.org](http://www.smartenergygb.org)

**NATIONAL ENERGY ACTION** – see our website for frequently asked questions and answers about smart meters:

[www.nea.org.uk/smart-meters/frequently-asked-questions-about-smart-meters/](http://www.nea.org.uk/smart-meters/frequently-asked-questions-about-smart-meters/)



**IF YOU ARE STILL STRUGGLING,  
CALL NATIONAL ENERGY ACTION'S  
ENERGY ADVICE AND SUPPORT  
SERVICE ON 0800 304 7159 OR GO TO  
WWW.NEA.ORG.UK/GET-HELP.**

**National Energy Action** is the national fuel poverty charity, helping everyone to have a warm, safe and healthy home.

Go to [www.nea.org.uk](http://www.nea.org.uk)

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