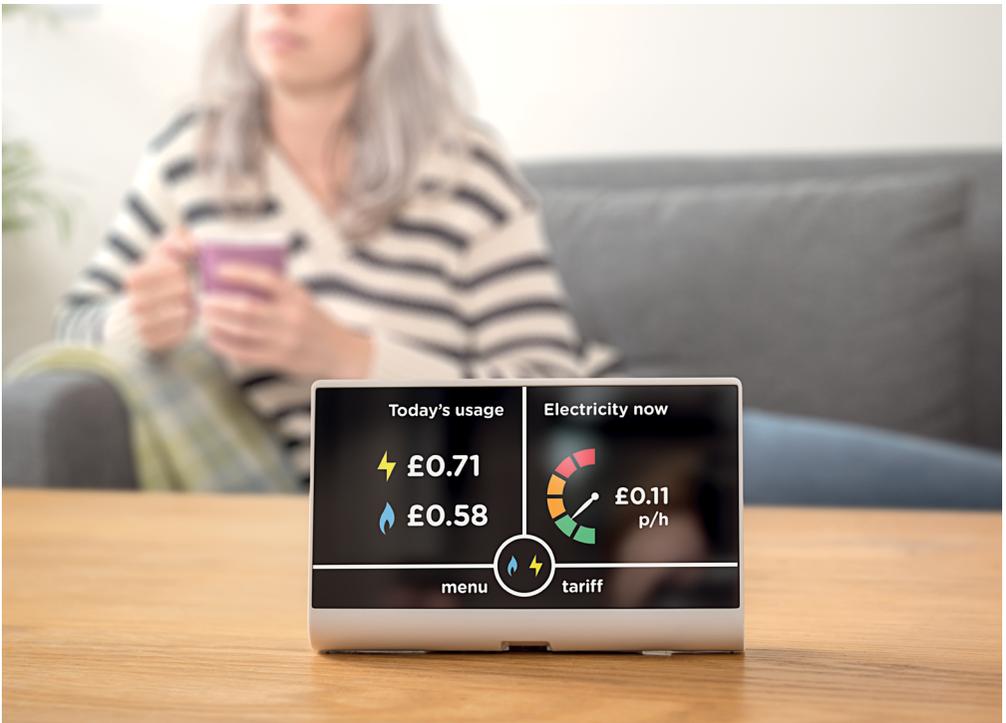




IF YOU'RE DEAF OR HARD OF HEARING, A SMART METER COULD MAKE LIFE A LITTLE EASIER.

A leaflet from Smart Energy GB, the independent voice of the smart meter rollout.



Representative of a typical in-home display. Available in England, Scotland and Wales by 2020, terms apply.

WHAT ARE SMART METERS ALL ABOUT?

They're the latest generation of gas and electricity meters, replacing your traditional meters. You'll also receive a portable in-home display, which clearly shows you how much energy you're using, and what it's costing you in near real time.

HOW DOES IT HELP ME?

Your smart meter links wirelessly with your in-home display, and securely sends your energy readings straight to your supplier, so you don't have to. What's more, your bills will always be accurate. Very handy.

HELPFUL SUPPORT FOR THOSE WHO ARE DEAF OR HARD OF HEARING

- ✓ No more need to contact your supplier about meter readings
- ✓ Nobody coming round to read the meter
- ✓ Some suppliers offer additional communication support

Energy suppliers have to follow the government's code of practice and their staff are specially trained to identify customers with specific needs. You could join the Priority Services Register (PSR) to help suppliers understand your communication preferences, so they can support your needs. Find out how on your energy supplier's website.

IT DOES IT ALL FOR YOU AND MAKES LIFE SIMPLER.

Once you've got a smart meter, your meter readings will be sent direct to your supplier. That's one less thing for you to think about.



WHY WOULD I WANT TO SEE HOW MUCH ENERGY I'M USING?

A smart meter makes it easier for you to spot the areas where you're using a lot of energy. So you could make changes to reduce it.

WHY ARE SMART METERS GOOD FOR BRITAIN?

They're part of the government's plans to reduce carbon emissions. Smart meters will help every household make energy savings, and if we all do our bit to consume less, it's good for us and the planet. If every household in Great Britain got a smart meter and made the average annual energy saving, we could save enough energy to power every home in Aberdeen, Cardiff and Manchester for a year.

WHAT IF I WANT TO SWITCH SUPPLIER?

You can always switch supplier with a smart meter, and most people find it goes seamlessly. Some may have to send meter readings again, temporarily. But your meter will still continue to measure your usage accurately. It might be helpful to check with your new supplier before you switch.

The plan is for all smart meters to be upgraded remotely, so everyone will keep their smart features no matter how many times they switch supplier.

YOU COULD SAVE
ENOUGH ENERGY TO
MAKE THIS MANY CUPPAS.

8000

With a smart meter, you could save an average of 354kWh of energy a year. That's a lot of tea.



Based on BEIS expected average annual savings of 2%/354kWh with a smart meter compared to a traditional meter, and a 1.5 litre kettle using 0.17kWh. Requires customer action.

IT'S EASY TO GET ONE.

Smart meters come at no extra cost, and getting one is simple.

You might want to tell your supplier that you are Deaf or hard of hearing, so they can consider your communication preferences.

DATE

Agree a time and date, so you can be home for the installation.



Check where your current meters are and make sure there's easy access.

ID

The installer will always have ID and will never turn up unexpectedly.

2hrs

It takes about two hours and your energy supply will be cut off for a short period.



The installer will perform a free safety check on your gas appliances.

?

Your installer will show you how to use your in-home display.

OK, LET'S DO IT.

Get in touch with your supplier about installing your smart meter. Just go straight to their website, or find their contact details on your energy bill. Some suppliers also offer alternative contact methods such as text relay or video interpreting. If you wish, feel free to have someone else there to support you on the day.

YOU COULD SAVE ENOUGH MONEY TO GET SOMETHING YOU FANCY.

When you can see how much energy you're using, you can make a few small changes and use less of it.



Based on BEIS expected average annual savings of 2%/354kWh with a smart meter compared to a traditional meter. Requires customer action.

A SMALL STEP NOW MEANS A LOT LESS HASSLE IN THE FUTURE.

This leaflet is available in other alternative formats, including BSL.

For more information visit smartenergyGB.org

Contact your energy supplier about getting your free smart meter.

