

Book now

To get your smart meter



Please keep
this leaflet
handy



SCOTTISHPOWER

Smart myths busted

I won't be able to switch suppliers in the future

You are free to switch suppliers at any time. Although all suppliers are doing their best to avoid any disruption to your smart services you may find that you lose some of your functionality. For instance, you may have to submit your meter readings again and detailed usage information may only be available through your In – Home display.

Getting a smart meter installed is a hassle

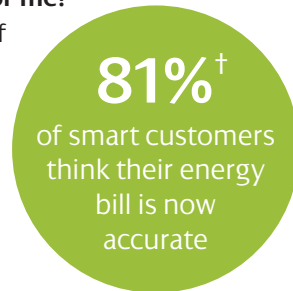
It only takes around an hour per meter for the installation and we will manage it all for you by arranging a suitable appointment, telling you what to expect and if there is anything special you need to do. If you need further support or any special arrangements, please let us know so we can arrange this for you.

Smart meters will cost me more

There's no charge to install a smart meter, unless you choose to move your meter location. If this is the case, then there could be a charge, but don't worry, your supplier will discuss this with you before starting any work.

Why should I bother to get a smart meter – what's in it for me?

With your smart meter, you'll always be able to keep track of exactly how much gas and electricity you're using in near real time, and what it costs in pounds and pence. Also your smart meter will automatically send accurate meter readings to your energy supplier so you will no longer have to submit readings or have meter readers coming to your door. This means no more estimated bills.*



I want to wait for the newer smart meters I have heard about

There is no significant technical difference in the meters, therefore you can start to benefit now. The only difference will be how they communicate. Smart Energy GB (SEGB) believe any technology upgrade can be done remotely and will not require an extra visit to your home or replacement of the current smart meter.

Smart meters are a health risk

Public Health England sees no risk or dangers to health from smart meters. The smart meters used in Britain have undergone one of the most rigorous safety testing regimes and exceed every UK and EU safety standard.

*There may be times where we are unable to communicate with your meter and we would need to rely on an estimate.

†Smart meter statistics were sourced from Smart Energy GB Feb 2016 – www.smartenergygb.org

Common queries about smart meters

I am worried that getting a smart meter might put my data at more risk

Your name, address and bank details are never stored on the meter, only the energy you use. And even this data is transmitted safely, using a dedicated and secure wireless network (not the internet). No third parties will be able to access your energy usage data without your consent. For example, you might want to share your information with price comparison sites in order to get the best deal, but you will need to give your consent for this.

I don't want to change my energy deal or the way I pay

When you upgrade to a smart meter there is no requirement to change your current package or payment method.

Why do I keep getting asked to book a smart meter installation?

Smart meters are part of the government's plans to bring our national energy grid up to date. The aim is that every household will eventually be upgraded to a smart meter by 2020. We, as your existing energy supplier have been given the responsibility of contacting all of our customers to make this happen and offer you a smart meter. This is a one-off process and once your installation is complete you should not be contacted about this again.

What if I have special circumstances that need additional support?

If you think you need additional help during your installation, please let us know ahead of your appointment. We'll make sure our installer is equipped in advance to offer any additional support needed.

If you feel you could benefit with additional support, please see the reverse of the letter for further information on our Priority Services Register.

Together, we can get Gaz and Leccy under control.
Call us on the number supplied on your letter.





Your energy is about to get smarter

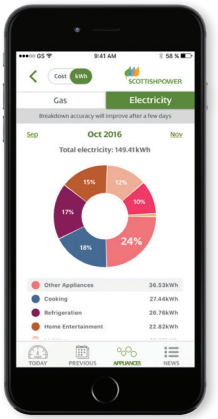
Old energy meters are being phased out. Smart meters are the new generation of meters that give you control of your energy. With smart meters, you can see exactly how much energy you're using in pounds and pence, which could help you save money on your bills. They also send us your meter readings automatically, so your bills will be accurate and you'll only pay for the energy you use.*

*There may be times where we are unable to communicate with your meter and we would need to rely on an estimate.

More control to save you money

Now that your smart meter is installed, you'll hopefully be able to notice a difference in how you think about your energy usage by using the handy YourEnergy App, In-Home display or online account. These let you:

-  see accurate information on the energy you're using
-  view energy consumption graphs in monthly, daily and hourly usage**
-  receive weekly notifications with handy energy efficiency tips
-  have a much clearer idea of where you're spending money, so you can see where to reduce any unnecessary energy usage.



85%[†]
of smart customers
better understand
their energy
spend

With these great benefits, you'll be able to take greater control of your energy, and what you pay for it.

Your smart meter data

We can automatically retrieve readings straight from your smart meters. This means that you no longer need to manually enter your meter readings.*

How often we retrieve your readings is up to you, you can choose from monthly, daily or half hourly. You can set or change your meter read frequency at any time by calling us on **0800 027 0072** or visiting scottishpower.co.uk/updatedetails

**This will depend on whether you choose from monthly, daily or half hourly readings.

†Smart meter statistics were sourced from Smart Energy GB Feb 2016 – www.smartenergygb.org

No more
estimates or
meter readers
coming to
your door*



Preparing for your installation

Here's a handy checklist to help you get ready for your smart installation.

Before the installation:

- If you need additional help with your installation, please get in touch ahead of your appointment**
- Please clear the area around your existing meters or let us know if there's any reason we may have trouble accessing and fitting your new meters.**

On the day of installation:

There are some simple steps to follow on the day to prepare for your installation:

- Make sure your heating is switched off**
- Switch off and unplug all electrical equipment**
- Before you turn off computers, save all your important data**
- Turn off any gas appliances and don't use them during installation**
- Keep your freezer door closed, so your food doesn't defrost**
- Choose to view your energy usage via the YourEnergy App, IHD or your online account.**



What our installer will do

Our installer or approved installation partner will install your smart meter. The installer will identify themselves with an ID badge.

They will make a quick assessment of the location to make sure your home is suitable for the installation.

They will then provide you with a brief description of the installation and how long it's likely to take.

The installer will provide you with a smart welcome pack. This will outline the benefits of your new smart meter and how to get the most out of it.

Once your smart meter has been fitted, our installer can help you use your IHD, or download the ScottishPower YourEnergy App if you don't already have it, and show you how to use it.

Finally, they will run through an installation checklist with you and give you the opportunity to ask any final questions.

Be assured our installer will treat your home with respect and will leave it the way they found it.

Don't worry, the whole installation process should only take between 1 to 2 hours, but our smart meter installer will be able to tell you if it'll take any longer.

To make sure you feel fully prepared, you can watch our installation video at scottishpower.co.uk/getready which takes you through the whole process step-by-step.



Together, we can get Gaz & Leccy under control.
Call us on the number supplied on your letter.

We want to help

Once your installation is complete, if you have any questions about smart meters that you'd like to discuss, please get in touch with us.

Call free on: **0800 027 0072**

or via Minicom: **0800 027 8899**

Lines open: Monday to Friday 8am to 10pm
and Saturday 8.30am to 6pm

If you are dialling from outside the UK:

+44 800 027 0072

(international dialling rates apply)

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