ScottishPower

Smart meter data - A guide to your rights and choices

What you need to know

- Smart meters are being installed in homes across Great Britain. Your energy supplier will let you know when a smart meter is available for your property.
- The government has set rules that energy suppliers must follow when collecting, using, and protecting smart meter data.
- Your energy supplier will continue to hold your personal details on your account, just as they do today.

What's different with a smart meter?

- Smart meters can record more detailed information about your energy use than traditional meters.
- They can securely send meter readings to your energy supplier automatically, removing the need for manual readings.
- Smart meters can record how much energy you use in each 30-minute period.
- You have choices about how often your energy supplier collects information from your smart meter.

The choices you can make

You can decide:

- How often your energy supplier collects meter readings, such as monthly, daily, or half-hourly.
- Whether you ask your energy supplier to share information about your energy use with another organisation for a service or benefit you have chosen.
- Your preferences for whether your information can be used for sales and marketing purposes.
- How you access information about your energy use to help you better understand and manage the amount of energy you consume.

You can change any of these choices at any time.

Need more information?

Please contact your energy supplier if you would like to know more about:

- The smart meter rollout.
- How to get the most benefit from your smart meter.
- How your data is collected, used, protected, and shared.
- The choices available to you and how to update your preferences.
- Any other questions about your smart meter data.

Independent advice

For independent information about your rights as an energy consumer, including information about smart meters, visit **Ofgem's website**.

For independent advice about your data privacy rights, contact the Information Commission's Office (ICO) on **0303 123 1113** or go to the **Information Commission's Office's website**.