

# Preparing for your installation

Here's a handy checklist to help you get ready for your smart installation. Should you require additional help with your installation, you can manage your appointment online, or call us on **0800 559 3311**. Lines are open Monday to Friday 10am to 8pm & Saturday 10am to 2pm.

## Before the installation:

- If you are able, be sure to download the ScottishPower App, where you can monitor your energy usage, top up if you are a PAYG customer and can discover tips to help you stay energy efficient.
- Please clear the area around your existing meter/s or let us know if there's any reason we may have trouble accessing and fitting your new meter/s
- If your meter is in a communal area, please make sure you have access in advance – for example, if you require a key.
- On-site parking will be required for the engineer, please can you let us know ahead of the appointment if this is not available

## On the day of installation:

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

- Make sure your heating is switched off
- Our engineer can arrive at any point during your allocated time, so please ensure you're present for the duration of your appointment slot
- 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.

Please ensure you are home for the duration of your appointment, which should take between 1 and 2 hours. Our smart meter installer will keep you informed if it will take any longer.

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Our installer or approved installation partner will install your smart meter/s. The installer will identify themselves with an ID badge and state a password if you have chosen one.

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

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They will then provide you with a brief description of the installation and how long it's likely to take. We will need to switch your energy supply off during the installation but this is only for a short period, normally around 30 minutes for each meter.

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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.

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We provide demonstrations of all equipment and will offer tailored energy efficiency advice which could help you to reduce your gas and electricity usage.

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