

Be savvy about smart

Some commonly asked questions



Thousands of businesses up and down the country are already using smart meters and by the end of the decade almost all properties in the UK should have one.

By joining the smart revolution you'll have a much better understanding of the energy you use day to day in your business. Having a better knowledge of your energy usage could help you to make a few simple energy saving changes which could save you money on your bills.

This guide answers some common questions about smart metering, but if you can't find the answer you're after then just give our smart meter team a call on **0800 068 5918**.

Some commonly asked questions

Q. What is a smart meter?

A smart meter replaces your traditional electricity meter. It calculates how much energy you're using, what this costs over time and the cost every hour as you're using it. You can see this information on your smart meter display (if you choose to have one), as well as data about your carbon emissions. Once installed, smart meters automatically send us all this information. This means you'll no longer receive estimated bills, so you'll only pay for the energy you use.

Q. How will I benefit?

Smart meters automatically send usage data to us, so you'll no longer have to remember to provide us with meter readings. With this information we can send you accurate bills instead of estimated ones and you'll only pay for the energy you use. If you also choose to have a smart meter display, you'll be able to see how much energy you're using and what it's costing you. This could help you save energy as you can make informed changes around your consumption during times when traditionally you used more.

Q. Do I need a broadband connection to use a smart meter?

Smart meters have a GSM SIM card (like your mobile phone) and send data via mobile GSM networks; so they don't need a broadband connection.

Q. How will my smart meter be installed?

In preparation for the appointment you should clear the area around your traditional meter and any dogs should be kept out the way on the day of the installation.

You will need to be present at the appointment – or if you can't be there yourself, a nominated responsible adult. The installation is very similar to a traditional meter fit and is carried out by a fully qualified installer. While the meter's being replaced, we'll have to turn your electricity off for approximately 30 minutes – this is normal practice.

Once the smart meter is in place the installer will show you how to use the new metering system. If you've chosen to have a smart meter display then this will also be explained. The installer can also give you energy efficiency advice.

Once this is all completed, you'll be ready to receive accurate bills and can keep a closer eye on your energy usage.

Q. How much could I save by using the information available from a smart meter?

Having a smart meter is no guarantee you'll save money. You should be able to cut your energy costs if you use the information shown on the smart meter display to help you reduce your energy consumption. For helpful tips on saving energy visit edfenergy.com/smartbusiness or the Energy Savings Trust website energysavingstrust.org.uk

Q. What is EDF Energy doing with my smart meter data?

Depending on what you agreed to share with us, your smart meter will send us half hourly, daily or monthly usage data. We'll keep this information secure and won't share it with anyone without your permission.

As well as using it to give you relevant energy efficiency advice, we'll also use it to send you accurate bills, prevent unexpected debt and better forecast our customers' future energy needs.

Details of your rights and choices around smart meter data can be found on the back page.

You may decide to change your preference on how often you share your data with us. That's fine, just give us a call on **0800 068 5918**.

Q. What happens if I get a smart meter and want to change supplier?

Having a smart meter doesn't affect your ability to change tariff or switch supplier. However as not all suppliers can support this technology, if you do decide to leave, we may need to switch your smart meter to operate as a traditional meter to complete your switch. If your new supplier can support the smart meter functionality, they'll need to contact us to ask that we switch it back on.

Q. Is there a Code of Practice for smart meter Installations?

Yes, energy suppliers have developed a licence-backed Code of Practice governing the installation of smart meters. The Smart meter Installation Code of Practice (SMICoP) was approved by the regulator, Ofgem, in April 2013.

The main objectives of the SMICoP are to make sure you receive a high standard of service throughout the installation process, that you know how to use and benefit from the smart metering equipment installed by us, and to provide you with a better understanding of how to improve the energy efficiency of your business. For more information go to edfenergy.com/sme-smartmeter

Q. Will I be charged?

We'll install your meter for free, as part of the nationwide rollout. Just as it is now, costs for maintaining and replacing meters will continue to make up part of the Fixed Daily Charge on your bill.

Q. Can I have a smart meter if my current meter is prepayment?

At the moment, it isn't possible to have a smart meter if you're a prepayment customer as the meters aren't compatible. Also, if you wanted to change your payment method to prepayment, you'd need to have your existing meter replaced.

Q. Do you have more questions?

Remember, our smart meter advisers are happy to take your call about anything to do with smart products and services. The number you'll need is **0800 068 5918**. We're open Monday to Friday 8am to 6pm.

Smart meter data - a guide to your rights and choices

You can choose:

- How often your smart meter sends us data - monthly, daily or half-hourly. If you don't state a preference, we'll automatically receive your data on a daily basis
- Whether we share details about your energy usage with other organisations
- Whether we can use your smart meter data for sales and marketing purposes
- How you access information on your energy use and how to benefit from it
- Once you've made your choice on any of these, you can change your mind any time by contacting us.

Contact us for more details about:

- The smart meter national rollout
- Making use of your smart meter data, which could help you save energy and reduce costs
- How your data will be used and who it will be shared with
- Making and changing any of the choices mentioned above.

We do have a short film that explains the benefits of a smart meter - You can view this here [edfenergy.com/smesmartfilm](https://www.edfenergy.com/smesmartfilm)