

## Video transcript: How we're installing smart meters safely

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Time	Audio	Visual
00.00	Here at EDF, keeping our customers and staff safe is important to us. That's why we wanted to tell you about what we're doing to make sure we can install your smart meter safely.	Scene background colour: White  Image bottom right: EDF logo  Text centre: Here at EDF, keeping our customers and staff safe is important to us. That's why we wanted to tell you about what we're doing to make sure we can install your smart meter safely.
00.11	When you book your appointment, online or with one of our advisers over the phone, we'll ask some questions to ensure it's safe for our installer to visit you. This will include asking if anyone in your home is displaying symptoms of COVID-19 or if you're currently shielding.	Scene background colour: Split-screen. Left: Orange. Right: Blue  Image left: Animation of a woman on a mobile phone. She is the customer. She is standing in a living room. There is a window and a clock on the wall.  Image right: Animation of a man. He is an EDF customer service adviser. He is wearing a phone headset sitting at a desk with a computer. As the customer speaks, he types on his keyboard and nods.  Text above animation: When you book your appointment, online or with one of our advisers over the phone, we'll ask some questions to ensure it's safe for our installer to visit you. This will include asking if anyone in your home is displaying symptoms of Covid-19 or if you're currently shielding.

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00.29 We'll call you before your appointment to check if it's still safe for us to attend and remind you about the social distancing guidelines we'll be following.

Scene background colour: Blue and green.

Image right: Animation of a van with an EDF logo driving along a street and coming to a stop. Inside there is a man in the driver's seat. He is the EDF smart meter installer. He's wearing a blue EDF uniform with an orange lanyard. He picks up a mobile phone and nods as he speaks.

Image left: From the left of the screen, a woman cycles past the van. She is wearing an orange dress and is wearing a blue helmet.

Text above animation: We'll call you before your appointment to check if it's still safe for us to attend and remind you about the social distancing guidelines we'll be following.

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00.39 We'll ask you to air any rooms and open all doors between your front door and the meter...

Scene background colour: Orange

Image centre: Animation of a woman in a living room. She is the customer. She is opening a window. There is a radio on a shelf which is playing music.

Text above animation: We'll ask you to air any rooms and open all doors between your front door and the meter...

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00.45 ... for 30 minutes before the appointment. And please make sure our installer can easily access the meter.

Scene background colour: Orange

Image right: Animation of a clock. The clock hands move from 8:30 to 9:00 to show 30 minutes going by.

Image left: Animation of a window.

Text left: ... for 30 minutes before the appointment. And please make sure our installer can easily access the meter.

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00.52	<p>Our installer will wear appropriate personal protective equipment and ask you to stay in a different room during your appointment. They will sanitise their equipment before and after use, including any surfaces they've been into contact with.</p>	<p>Scene background colour: Blue</p> <p>Image right: Animation of a man wearing a blue jumper and grey trousers with an orange lanyard. He is an EDF employee.</p> <p>Image left: Animated icons of a visor, facemask, gloves, hand sanitiser and antibacterial wipes pop up on screen. As the visor icon pops up, this also appears on the EDF employee's face. As the gloves pop up, these appear on the EDF employee's hands.</p> <p>Text left: Our installer will wear appropriate personal protective equipment and ask you to stay in a different room during your appointment. They will sanitise their equipment before and after use, including any surfaces they've been into contact with.</p>
01.07	<p>Installations take around two hours.</p>	<p>Scene background colour: Orange</p> <p>Image right: Animation of a clock. The clock hands move from 9:00 to 11:00 to show two hours going by. Above the clock, animated icons of a light bulb and a flame pop up with the words electric (1 hour) and gas (1 hour).</p> <p>Image left: Animation of a window.</p> <p>Text left: Installations take around two hours.</p> <p>Text bottom right: *supply will be switched off for around 30 minutes per fuel.</p>
01:11	<p>Once your smart meter has been fitted, our installer will set up your new in-home display.</p>	<p>Scene background colour: Orange</p> <p>Image centre: Animation of a man standing in a kitchen. He is an EDF employee. He is wearing a blue jumper, grey trousers, an orange lanyard, a visor and blue gloves. He is holding an in-home display which he places on the kitchen counter.</p> <p>Text centre: Once your smart meter has been fitted, our installer will set up your new in-home display.</p>

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01:18      Due to social distancing guidelines, currently they can't show you how your display works, but they will leave a handy guide which contains 'How To' tips as well as energy efficiency advice.

Scene background colour: Orange

Image centre: Animation of a close-up of a kitchen counter. A kettle is boiling on the left side of the counter. On the right side of the counter there is a white leaflet with the words 'How To' and the EDF logo. To the right of this, there is an in-home display.

Text left: Due to social distancing guidelines, currently they can't show you how your display works, but they will leave a handy guide which contains 'How To' tips as well as energy efficiency advice.

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01:31      Our installer will be happy to answer any questions you might have, but if there's anything you're unsure of after the appointment...

Scene background colour: Blue

Image right: Animation of a house with a woman standing on the doorstep. She is the customer. To her left is a man standing on the street. He is an EDF employee. He is wearing a blue jumper, grey trousers, an orange lanyard, a visor and blue gloves. There is an arrow below the two people to show social distancing. They nod their heads as they talk. A man on a bicycle cycles along the road in front of the house from the right side of the frame. He is wearing a white sleeveless vest and a blue helmet.

Image left: There is a white van with an EDF logo. The installer gets into the van and drives away as the customer waves from her doorstep.

Text left: Our installer will be happy to answer any questions you might have, but if there's anything you're unsure of after the appointment...

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01:40      ... visit: [www.edfenergy.com/help-with-my-smart-display](http://www.edfenergy.com/help-with-my-smart-display)

Scene background colour: White

Image bottom right: EDF logo

Text centre: ... visit [www.edfenergy.com/help-with-my-smart-display](http://www.edfenergy.com/help-with-my-smart-display)

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01:46 We've introduced new measures to ensure the safety of both our customers and our installers. Take advantage of the great benefits that come with having a smart meter - Book your smart installation today!

Scene background colour: White

Image bottom right: EDF logo

Text centre: We've introduced new measures to ensure the safety of both our customers and our installers. Take advantage of the great benefits that come with having a smart meter - Book your smart installation today!

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01:59 No audio

Scene background colour: White

Image centre: EDF logo

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