



Your guide to smart meter data

Information on smart meters, including your rights and choices around smart meter data.

The key facts

- Smart meters are being offered to every home and small business[^] in the UK by the end of 2020.
- There is no extra cost for a smart meter or the in-home display it comes with.
- You'll need a smart meter per fuel, so one for electricity, and one for gas (and they'll replace your current meters).
- The government has set out strict regulations for the management and use of data collected from your smart meter.

What's new?

- Smart meters are the new generation of electricity and gas meters, that have smart technology.
- You'll also receive an in-home display which is a device which shows you exactly how much energy you're using in pounds and pence.
- Smart meters automatically send us meter readings, so you don't have to... making estimated bills a thing of the past!*

Take control

- You get to choose how often your smart meter sends us a reading; half-hourly, daily or monthly (and you can change this at any time).
- You have full control over whether we can share your smart meter data with relevant third parties.
- Only you can give us permission to use your smart meter data for internal sales and marketing purposes. Without it, we won't.
- View your energy usage through your in-home display, or log online to download it for extra detail, to help you understand your energy behaviour better.

Further reading

More information on the following topics, can be found online. Please see the orange tabs below.

- The smart meter rollout.
- The benefits of a smart meter.
- The installation process.
- Getting the most out of your smart meter.
- Frequently asked questions about smart meters.

More information

Residential customers
 edfenergy.com/smart

Small business customers
 edfenergy.com/sme-smartmetering

For independent advice about your rights and choices relating to your personal information, contact The Information Commissioner's Office at ico.org.uk or via the ICO Helpline on 0303 123 1113.



Smart Energy GB is the independent organisation set up by government to run the national campaign for the smart meter rollout in Great Britain. It is working alongside energy suppliers, including EDF Energy, to ensure everyone has access to the information they need about smart meters. Smart Energy GB's aim is to help everyone in Great Britain understand how to use their new smart meters to get their gas and electricity under control. Please visit smartenergyGB.org for further information.

[^]Small businesses are defined as those with fewer than 10 employees, or their full time equivalent.

*Very rarely, your smart meter will be unable to send us automated meter readings. If this happens, we'll try to contact you for a manual meter reading. If we don't manage to obtain it from you, we'll send you an estimated bill.