

## EDF Energy Preparing For Your Installation

3 min 25 secs

Item	Content/Script
1	This short film shows you what you need to do before your installation appointment and what will happen on the day. It's really important that you're at home during the installation to meet the smart meter installer and provide access to your meter. It's worth keeping a reminder of your appointment so you don't forget when we're coming. The day before installation, we'll also send you a reminder.
2	There are three important things to think about ahead of your installation. We'll need to have clear access to your traditional meter. Please check you know where your meter is and that it's easy to get to. Safety is our top priority. You will be required to secure your dog or any other potentially hazardous animals before our installer enters your premises and ensure that young children are kept at a safe distance. Failure to do so will mean that our installer will not be able to complete the installation.
3	Have a think about where you'd like your smart meter display to be placed. It needs a plug socket and should be somewhere easily visible, so you can keep an eye on your energy use. On the day of your appointment the smart meter installer will call ahead.
4	<i>Oh hello, it's Fran from EDF Energy. It's just to let you know that I'm about 15 to 30 minutes away, is that going to be okay? Okay thanks for the call</i>
5	Because we'll need to turn off your power during the meter installation, we advise turning off any sensitive appliances before the appointment. When your smart meter installer arrives, please check their ID card and ask them to state a password if you agreed one during your booking. They'll also hand you an introductory card. The installer has a couple of tests to complete first to ensure the system is safe and that we can read the communication signal that the smart meter uses.
6	We'll take a final reading from your traditional meter before turning off your power supply which should only be for about 30 minutes. Installation may take up to an hour. Dual fuel customers can have both meters replaced conveniently at the same time. It takes about 2 hours, though the power will only be turned off for up to an hour. Once the traditional meter has been removed and your new smart meter is installed, we'll turn the power back on and record your first smart meter reading.
7	Remember, as soon as installation is complete you can turn back on and reset your appliances. And the meter will now start sending information to your smart meter display. The installer will then show you how the display records energy use via a short demonstration. The display gives you live energy information, providing you with a choice to take immediate action.
8	For example, you could set appliances to work at lower temperatures or turn off appliances instead of leaving them on standby. Further information about the display can be found in your user guide or on the EDF Energy website. If you have any questions about your EDF Energy bills, you can go online to my account, or call Customer Services. Plus your welcome pack is full of useful information about your new smart meter and smart meter display. It also offers great tips on how to save energy.
9	Once your smart meter is up and running, we'll send you your confirmation of connection, together with your meter reading preferences. Your smart meter will automatically create

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	accurate readings which will generate all of your future bills. So you won't need any more estimations. Then once a year we'll send you an annual statement so you can see your actual usage.
10	Smart meters are here to help you save energy, save money and look forward to an end to estimated billing. EDF Energy, feel better energy.