

EDF Energy SME – Preparing For Your Installation 071215

- 00.02 This short film tells you all about the benefits of smart meters and how to get one. At EDF Energy we want you to be in control of your energy consumption so you can take action to reduce your energy bills. We are working with the government to lower carbon emissions by helping to provide all our customer properties with a smart meter by 2020.
- 00.24 Smart meters will replace your traditional meters. They provide accurate readings, which means no more estimated bills. EDF Energy will get in touch with you about how to make an appointment. All you need to do is call our Customer Services team and we'll arrange for one of our installers to visit. You will be given a time slot so you don't have to wait in all day.
- 00.46 *It's usually quick and easy to install. We'll arrange a time that's convenient for you and you'll need to be at the premises when we visit.*
- 00.53 *Okay.*
- 00.55 *We'll send you a confirmation letter with details of your installation appointment together with a welcome pack containing lots of useful information.*
- 01.03 You can set a password for the appointment so you can check it's our installer who's arrived at your door.
- 01.07 It's really important that you're at the premises during the installation to meet the installer and provide access to your meter. It's also worth keeping a reminder of your appointment so you don't forget when we're coming. The day before your installation appointment we'll also send you a reminder.
- 01.24 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. On the day of your appointment the installer will call ahead.
- 01.35 *Hello.*
- 01.37 *Oh hello there, it's John from EDF Energy, I'm calling about your smart meter installation. I'll be with you in about 15-30 minutes.*
- 01.44 *That will be great.*

- 01.48 *Is the area around the meter clear?*
- 01.49 *Yes that's done for you.*
- 01.50 *Lovely. And do we have any parking spaces available?*
- 01.54 *Yes there's a space outside for you.*
- 01.55 *Excellent. Thank you very much. See you shortly. Thank you bye.*
- 01.56 *Thanks very much. Bye.*
- 01.57 Because we'll need to turn off your power during the meter installation, we advise turning off any sensitive appliances before the appointment, such as computers or boilers.
- 02.06 *Morning.*
- 02.07 *Hi.*
- 02.08 When your installer arrives, please check their ID card and ask them to state a password if you agreed one during your booking.
- 02.14 *I have a password for you.*
- 02.15 *Spanner.*
- 02.16 *That's correct.*
- 02.17 *Can you show me where the meter is please?*
- 02.18 *Yes indeed, it's just through this way.*
- 02.20 We'll take a final reading from your traditional meter before turning off your power supply which should only be for about 30 minutes. 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.
- 02.35 Your smart meter will automatically create accurate readings which will generate all of your future bills. So you won't need any more estimations. And remember, following installation you'll need to turn back on all your appliances.
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- 02.50 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. It also offers great tips on how to save energy. Once your smart meter is up and running we'll send you confirmation of your connection together with your meter reading preferences.
- 03.17 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.

