



# Smart Energy GB in Communities and the roll out

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# the rollout

Replacing  
**53m** traditional  
meters

in **26m**  
homes across  
Great Britain



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# smart meters



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# in-home display

Whilst all in home displays may look different, by law they must all display the same basic information:

- energy used in the last hour, week, month and its cost
- if electricity usage is low, medium or high
- updates in near real time for electricity and every half hour for gas

In addition smart meters for prepay customers must also show:

- how much credit you have left
- balance of emergency credit
- debt balance
- an alert if your credit is low



# the benefits of a smart meter and in-home display



As well as benefits to society, smart meters and in-home displays deliver important benefits to individuals:

- puts householders in control of their energy use
- no more estimated meter readings
- less erroneous billing – pay for what you use



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# the benefits of a smart meter and in-home display



Future benefits of smart meters will include:

- third party data sharing
- time of use tariffs
- potential to save money and reduce carbon emissions
- energy efficient future



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# the benefits of a smart meter and in-home display - prepay



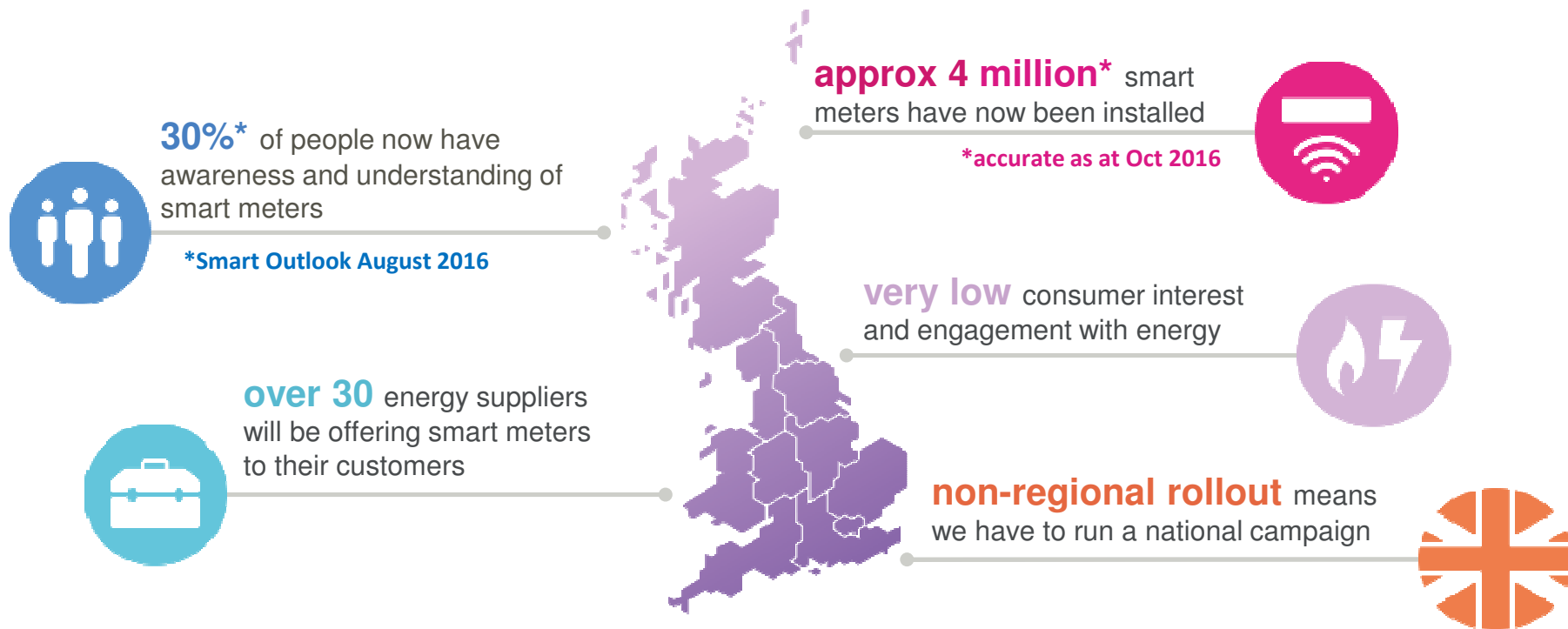
Smart prepay customers will also benefit:

- potential to unlock more competitive prepay tariffs
- post DCC – interchangeable mode between prepay and credit
- removing stigma of prepay – same meter
- overcome accessibility issues for top up
- increased variety of payment methods



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# the challenge





# smart metering installation code of practice

Under SMICOP energy suppliers and their installers need to abide by certain guidelines at each stage of the installation process:

- the visit
  - demonstration of in home display
  - written support materials to back up advice
- energy efficiency advice
- refer to additional, impartial sources of information
- marketing and sales not allowed
- vulnerability





# partnerships

# about Smart Energy GB

Smart Energy GB is here to help everyone in Great Britain understand smart meters, the national rollout and how to use their new meters to get their gas and electricity under control.

**Their vision is that smart meters will transform energy in Great Britain, paving the way to an easier, smarter future for the nation.**



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# bringing people on the smart meter journey



- Predominantly Smart Energy GB
- Energy suppliers (Smart Energy GB is not responsible for installation)
- Smart Energy GB and energy suppliers

# 2016 priority groups

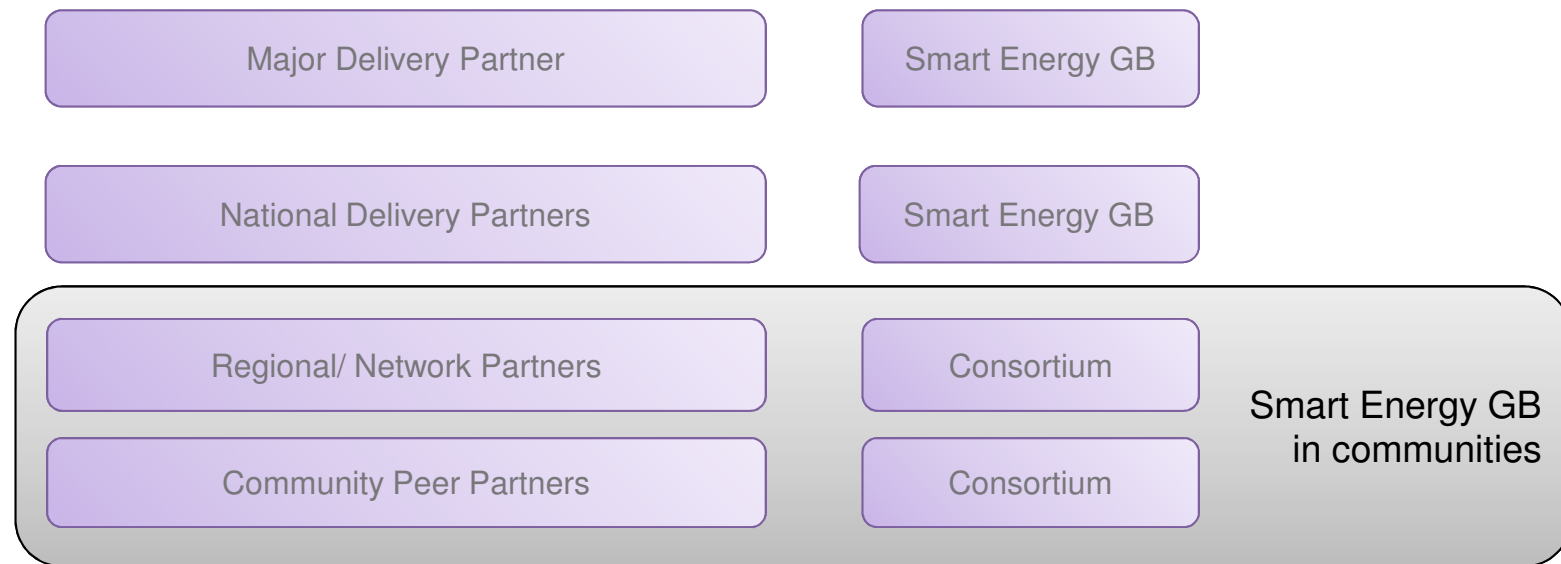
Following consultation, the focus is on 12 audiences with additional barriers in 2016:

- Lack of English and Welsh proficiency\*\*
- Memory impairment\*\*
- District heating\*\*
- Lack of basic digital skills\*\*
- Learning impairment\*\*
- No personal internet access\*\*
- Off-gas grid customer\*\*
- Prepayment customer\*\*
- Private tenant\*\*
- Deaf/hard of hearing\*\*
- Social housing tenant\*\*
- Low literacy\*\*
- Blindness or partially sighted
- Mental health
- Mobility impairment
- Social/behavioural impairment
- Speech impairment
- Low numeracy
- Cold inefficient home
- Dexterity impairment
- Dependent on medical equipment powered by electricity



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# partnerships



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# Contact us

- sign up for our e-newsletter for ongoing updates  
[www.nea.org.uk/smartenergygb/e-newsletter](http://www.nea.org.uk/smartenergygb/e-newsletter)
- visit the resource centre  
[www.smartenergygb.org/resources](http://www.smartenergygb.org/resources)
- visit the FAQs page at [www.smartenergygb.org](http://www.smartenergygb.org)
- drop us an email at [communities@nea.org.uk](mailto:communities@nea.org.uk)



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# questions?

