

How we'll use your meter readings



What you need to know



Making the most of
your meter readings



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Making the most of **your meter readings**

Your smart meter readings let you see how much energy you're using in real-time. This information is then sent to us automatically enabling us to send you accurate bills for the energy you've used.

You can choose how regularly we receive this information based on the options below:

Basic

We'll take a regular meter reading **once a month**. We may take additional meter readings if you make changes to your account.

Regular

We'll take **daily and monthly** meter readings. By looking at your usage, you can work out where you can cut down and save money.

Enhanced

Half-hourly, daily and monthly meter readings give us the whole picture so in the future, we can develop products and services that could save you even more money.

We'll start you off on our Regular option but you can change how often we collect your meter readings at any time. Just get in touch by:

Email: smart@uwdc.co.uk **Phone:** 0333 777 0 777

Please have your membership number and year of birth ready to hand.

How we'll use your meter readings

At Utility Warehouse, we look after all your personal information carefully. Our smart meters send us your usage details through a secure network that meets government approval.

We'll sometimes need to share your information with the third parties that help us manage your account but we'll never share it with them for marketing reasons.

We follow data access and privacy rules that have been developed by the government. For more on how we look after your information, visit utilitywarehouse.co.uk/legal/privacy

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**