

We're embracing technology and upgrading you to a new smart meter



Here's what you can expect from our nationwide initiative:



Instant access
to information



No more
meter readings



No more
estimated bills

What happens **next?**

1

Read this leaflet which explains how the energy readings from your smart meter will be used and your readings sharing options.



2

Then call the engineers on your letter to arrange an installation appointment.



3

Once you've booked your appointment, you'll be sent details on how to use your meter and tips on saving energy.

About smart meters

What's going on?

By 2020, there will be a smart meter in every home across Great Britain. This is part of a government initiative to help make energy bills more accurate and help you reduce the amount of energy you use.

What are smart meters?

Smart meters send us your electricity and gas meter readings automatically so you no longer have to.

They come with a nifty little display which is designed to help you become more energy efficient by showing you how much energy you're using as you're using it.

We'll no longer send someone to read your meter readings, but we'll still pop by every few years to make sure it's working properly.

What can your smart meter tell you?

You can compare your energy usage day-by-day and see how much energy you're using to help you work out where you could possibly save money. You can even set spending alerts in good old pounds and pence each month.

What do smart meters mean for bills?

Because your smart meter sends us your meter readings automatically, it means we can use accurate readings when we calculate your bill.

How do smart meters help Utility Warehouse help you?

Smart meters aren't just about more accurate meter readings, they also help better equip our customer service teams to help answer your questions, and also enable us to develop new products and services that are tailored to your needs.

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.

Will you be charged for smart meters?

The installation of your smart meter is free and as part of the installation we'll also provide you with a smart meter display that allows you to monitor your energy usage.

We'll also fix your smart meters free of charge, if any faults develop in the future.

Need to know more?

You'll find lots more information on smart meters and energy efficiency at [utilitywarehouse.co.uk/help](https://www.utilitywarehouse.co.uk/help)

If you have any questions, you can email us on smart@uwdc.co.uk or call **0333 777 0 777**

Lines are open Monday – Friday: 9am – 5.30pm
and Saturday: 9am – 4.30pm

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](https://www.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**