A guide to

SMART METERS

Everything you need to know to get your gas and electricity under control

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Smart meters give you the information you need to **reduce energy waste** and help you **save money**

What are Smart Meters?

Smart meters are the new generation of gas and electricity meters. The in-home display shows you the amount of energy you use as you use it and how much you are spending in pounds and pence.

This can make it easier for you to identify the areas where you're using alot of energy and might want to make changes to reduce it. Helping you put a stop to any energy wastage.

Smart meters send your energy usage to your energy supplier meaning you don't need to!

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How do smart meters help me?

Smart meters come with an in-home display – a handheld device which can sit anywhere in the home, meaning you can see your energy usage at a glance.

Because the meter automatically sends your readings to your energy supplier, there's no more rooting around in cupboards or having someone visit your home to read them.

Why would I want to see how much energy I'm using?

Smart meters make it easier for you to identify the areas where you're using a lot of energy and might want to make changes to reduce it. It can also help you identify if you've left an appliance running by mistake.

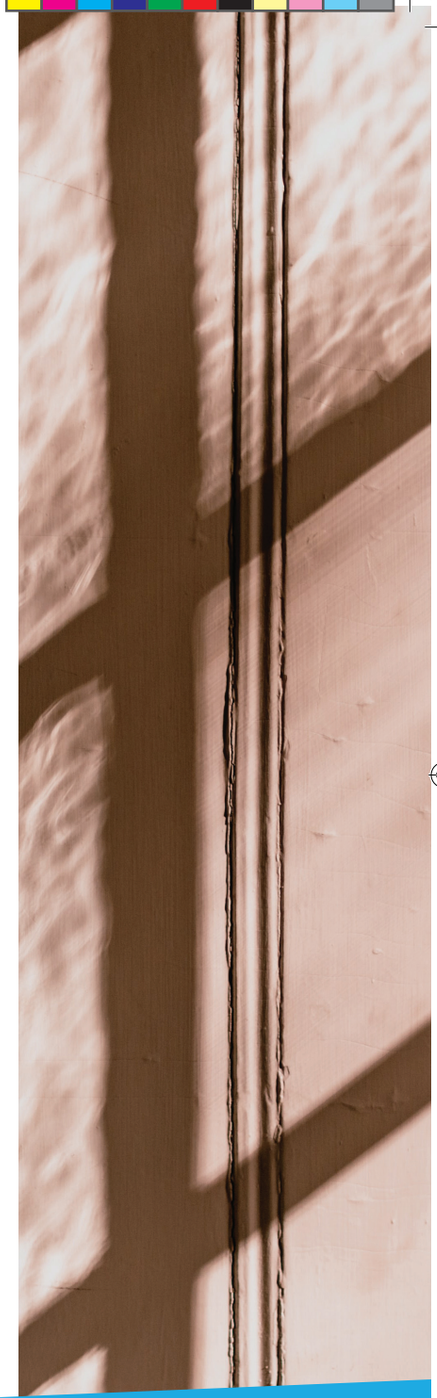
Are they safe and secure?

All smart meters used in Britain exceed every UK and EU safety standard.

Your energy data is transferred on a secure network and your name and address are not stored anywhere.

Can I still switch supplier?

The second generation of smart meters has now been released which means that your meter will be compatible with all energy suppliers. It is always worth checking with your new supplier before you switch.



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Why are smart meters good for Great Britain?

Smart meters will transform how we use energy as a nation and will help with the creation of a new smart grid, which will be more energy efficient.

This means there will be a better understanding of the country's energy usage and in turn we will be able to better match energy supply with demand, meaning there is less waste.

By helping every household to make energy savings, smart meters will help the planet. If every household in Great Britain got a smart meter, there is potential to save enough energy to power every home in Gloucestershire and South Gloucestershire for 18 months.

How do I get one?

Getting a smart meter is actually pretty easy, and they're provided at no extra cost. All you need to do is get in touch with your energy supplier and register your interest.

There are a few important things you'll need to prepare before your installation:

1. Agree a time and date with your energy supplier that you can be home for the installation – an installer will never turn up unexpectedly.
2. Make sure you know where your current meters are and take steps to ensure they're accessible for the installer.
3. The installer should present you with a valid identity card upon arrival, which you can ask to see if they don't present it upfront.
4. It takes about two hours and your energy supply will be cut off for a short period.
5. The installer will perform a safety check on your gas appliances as part of your installation.
6. Once fitted, your installer will show you how to use your in-home display.

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For more advice on smart meters, energy bills, usage or current grants and funding, contact the Severn Wye advice team.

For a full range of advice and accessible guides, check out our website.

0800 500 3076

severnwye.org.uk

energyadvice@severnwye.org.uk

Severn Wye Energy Agency empowers people, businesses and communities to change the way they use energy, to meet the urgent need for warm, healthy homes now, and to create a low-carbon future driven by clean energy. We run community-based energy advice programmes across Gloucestershire, South Gloucestershire, Herefordshire and Powys. A profit-for-purpose company and registered charity, Severn Wye operates primarily throughout Wales and its English border counties. (Company no: 03830608, Charity no: 1083812).

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