

Smart meters and letting agents



About smart meters

Smart meters are the next generation of gas and electricity meters. They are being installed in homes across Great Britain at no extra cost, to replace traditional meters (including prepay key meters). Smart meters measure how much gas and electricity you're using in near-real time, as well as what it's costing you and display this on a handy in-home display.

Who's responsible for installing a smart meter?

There can be some confusion as to whose responsibility it is to install a smart meter. Ofgem, the energy regulator, states that it is the billpayers right to install a smart meter and that the landlord shouldn't unreasonably prevent the installation.

Benefits of smart meters

There are lots of benefits for letting agents and tenants to having a smart meter installed. A smart meter can help save the bill-payer money by showing how much energy is being used in near-real time which can encourage reduced energy consumption and in turn contributes to reducing our carbon footprint.



The benefits of letting agents are:

- if meter readings are sent to the supplier daily or half-hourly, a meter reading wouldn't have to be taken during the inventory
- automatic readings sent to supplier mean the final bill can be calculated accurately during and at the end of the tenancy preventing disputes between tenants and landlord
- smart meters work in both prepayment and credit mode. This means the tenant can change their payment method over the air without the need for a new meter

By having a smart meter installed, you're helping make our energy system smarter and can be good for the environment. Smart meters will help us cut down on energy waste by forecasting demand more efficiently. In fact, the government predicts that the smart meter rollout could eventually save £650m of energy wasted within the system.¹ The system will be able to draw on more local and renewable sources of energy too.



¹Department for Business, Energy and Industrial Strategy, (2019) [Smart meter rollout: cost benefit analysis](#)