



# Smart prepay:

# smart choice

## Top up anytime, anywhere

If you already pay as you go for your energy — or you're thinking of making the switch — a smart meter could be the smart choice. It gives you the flexibility to top up at the shops, from home or on the move via an app, phone or text depending on your supplier.

**Nearly 90%**  
of prepay customers  
with a smart meter  
**say they're happy**  
with it.<sup>1</sup>

A smart meter in prepay mode makes it easier to keep track of your energy use too. If you want to, you can use the smart meter display to track what you're spending, in pounds and pence. That could help you budget for your energy bills and avoid surprises.

You can also use the smart meter display to see if and when you're using more energy than usual, for example if you've been using appliances that use a lot of energy.

<sup>1</sup> Smart Energy GB Outlook Research, conducted by Yonder Consulting, May 2024  
Smart meter display and figures are for illustrative purposes only

## How a smart meter works



1. The smart meter records your energy use, as you use it



2. The smart meter automatically sends readings to your energy supplier



3. You get a bill based on the amount of energy you used

## What is a smart meter display?

Smart meters come with an optional display so if you want to, you can see at a glance how much gas and electricity you're using and how much you're spending each day, week and month. You'll also be alerted when you're running low on credit.

The smart meter display is cheap to run, costing less than £1.50 a year in electricity.\* It's also easy to use. The person installing your meter should show you how to use it and leave you with a guide.



Smart meter display and figures are for illustrative purposes only

## Accessible smart meter displays

An accessible smart meter display has larger buttons and can read information out loud. Contact your energy supplier to find out more. If you're getting a smart meter installed, let the supplier know if you need an accessible smart meter display.



Accessible smart meter display and figures are for illustrative purposes only

\* Cost based on national average of 27.03p/kWh (Energy Price Guarantee, July 2025)

## The facts about smart prepay

### You can still have smart prepay if you rent your home

If your gas and electricity bills are addressed to you and you pay them, you can choose to have a smart meter installed. Just let your landlord know before you get one. If you don't pay your energy bills, you can ask your landlord to get a smart meter installed for you.

### You don't need internet access

Smart meters use a secure smart meter network, so you don't need to have an internet connection at home.

### Installation is quick and easy

Once you've contacted your energy supplier, they'll let you know when your smart prepay meter will be fitted. It takes around an hour to install a smart meter, or two hours to install meters for both electricity and gas. You can find out more about the installation process here:

[smartenergyGB.org/about-smart-meters/the-installation-process](https://smartenergyGB.org/about-smart-meters/the-installation-process)

### It's up to you to decide whether to switch to smart prepay

There are lots of benefits to smart prepay but it's up to you to make the choice. If you think your energy supplier has installed a prepay meter or switched your smart meter to prepay mode when they shouldn't have, you may be entitled to compensation.<sup>2</sup>

## If you'd like a smart meter, here's what to do next

Your energy supplier will be able to tell you whether you can have a smart meter. They may also be able to tell you when it can be installed. There are lots of different ways to contact your supplier. You'll find all the details on your energy bill.

### Need extra help?

If you have a disability or rely on energy to help with a health condition, it may be a good idea to add yourself to the Priority Services Register. This free service offers extra support including restoring your power as quickly as possible if there's a power cut. To find out if you qualify for support call **0800 169 9970** or search online for 'Priority Services Register'

<sup>2</sup> Your energy supplier can't force you to switch to prepay unless they have taken all reasonable steps to agree payment with you. If at any point you decide you would like to switch from prepay to credit mode, speak to your supplier.

Smart prepay:

it's the flexible choice

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Having the smart meter means I don't have to go to the shop in the village which is really helpful to me. I can drive but because I'm on disability benefits, sometimes it's easier for me not to have to go out. It's one less bit of hassle I have to think about. Also, topping up at home means it's instant, whereas sometimes if I would go to the shop the meter wouldn't necessarily be updated by the time I got back.”

**Denise, 64**



Material accurate as of June 2025.  
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Real testimonials. Images are for  
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