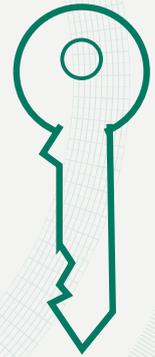


Smart meters: a guide for renters



About smart meters

They're being installed in homes across Great Britain at no additional cost, replacing traditional meters (including prepay meters).

Smart meters measure how much energy you're using in near-real time, and show you what it's costing you on a handy in-home display.

Who's responsible for installing a smart meter?

There can be confusion over who is responsible for installing a smart meter. If you pay for the gas or electricity in your rented property, you can choose to have a smart meter. We recommend you tell your landlord before you get one.

That's because there may be rules in your tenancy agreement about how energy is supplied to the property, including the type of meter that can be installed. If your tenancy agreement says you need your landlord's permission to change the meter at your property, they should not unreasonably prevent it.

If you'd like to ask your landlord about getting a smart meter, use our handy templates on our website [here](#).

Benefits of smart meters

Smart meters have lots of benefits for people who rent their home. We know that people with smart meters have a better idea of how much energy they're using and what it costs.

They provide accurate, automatic meter readings, and show you your energy use in near-real time on the in-home display. Having this information can help you to make small changes around your home to use energy more efficiently.



Smart meters:

- let you see what you're spending on energy in pounds and pence on your in-home display, helping you keep on top of your energy bills
- send automatic readings to your supplier meaning your bills will be accurate
- allow multiple top up options if you prepay for your energy, such as online, on your mobile or at the shop
- can provide automatic meter readings at the end of your tenancy, reducing the chance of disputes about energy bills
- can help you see how making small changes around the house, like adjusting your heating controls, can make a difference to your energy consumption

If you prepay for your energy, having a smart meter gives you multiple options to top up, such as online, on your mobile or at the shop. The in-home display can show you how much credit you have, and your energy supplier can also offer you remote support if you're struggling to top up.

The installation

Smart meters are installed by energy suppliers, or contractors working on their behalf, and the installation process takes around two hours.

The installer has to have a formal qualification to meet specific national standards, and follow set practices during your smart meter installation.

This is called the Smart Meter Installation Schedule (SMIS), and all energy suppliers have signed up to this code.

Someone will need to be at home during the installation to make sure that the installer has clear access to the meter and the meter cupboard is open. You may need to contact the building manager in advance to get access to where the meters are kept.

The traditional meter is removed and is replaced by a smart meter. Smart meters are a similar size to traditional meters and are usually installed in the same place that the original meter was.

As part of the installation process, the engineer will need to shut off the gas and electricity for a short period of time when the meters themselves are replaced. After restoring the gas supply, the engineer will carry out a gas safety check. They'll also show you how to use the smart metering system and in-home display, and provide you with energy efficiency advice.

When you move out

At the end of your tenancy, it is important you leave the in-home display for the next tenant as this is securely paired to the smart meter and won't work if you take it with you.

To find out more about the benefits of smart meters and how to request an installation from your energy supplier, visit [smartenergyGB.org](https://www.smartenergygb.org)