

Your guide to smart meter readings



How smart meter readings work

Smart meters send us information about your energy usage. They do this automatically, and on a regular basis. This saves you time, and means we don't have to estimate your usage.

They also come with other benefits — for you, and the whole nation.



Good for you

More frequent readings mean we can better understand how our customers use energy. This helps us develop innovative products and services — for example, personalised tariffs to help you save, or access to insights on your energy usage.



Good for everyone

More frequent readings help the energy industry manage production efficiently. They allow for more accurate forecasting of demand and settlement of energy usage, which improves the certainty and security of energy supply. It also means reduced impact on the environment, and lower costs for everyone.

Big benefits for Britain

- A modern, efficient energy network
- Less environmental impact
- Improved security of energy supply
- Innovative products and services
- Lower bills for everyone



Choose how often readings are sent

You can choose to change how often readings are collected from your meter. The potential options are described below, although the actual options available to you will depend on several factors, such as the type of meter and when the meter was installed (please see next page).



Half-hourly meter readings — Ideal

Your smart meter(s) take readings every half hour, and send them to us daily. This gives us a more complete picture so we can bill you accurately. It'll also help us to offer innovative products and services that could benefit or save you money.



Daily meter reading option (if available) — Practical

Your smart meter(s) will take daily readings. These help us bill you more accurately than estimated readings, but aren't ideal as the lower frequency limits the services and products we can offer you.



Monthly meter reading option (if available) — Basic

Your smart meter(s) will take a meter reading once a month. This lower frequency is a disadvantage: your bills might not be as accurate, as we'll need to rely on estimates more. We also won't be able to offer you some of the benefits available to other customers.



How to change meter reading options

You can change the frequency we collect your readings at any time, provided the option is available to you (see the next page for details).

Simply email us via the form at uw.link/contact-us or call us on **0333 777 0777**.

Understanding your data collection permissions

From November 2022, there have been changes to industry rules around how often data can be collected from your smart meters.

You can see a summary on the following pages of how UW sets your data collection permissions and the options available to you to change them.

Residential customers (energy supply meters)



	Half-hourly	Daily	Monthly
You had your smart meter installed, or have switched supplier or agreed a new contract, on or after 3 November 2022	Default	You can choose daily readings	Not available
You had your smart meter installed before 3 November 2022 , and have not since switched supplier or agreed a new contract	You can choose half-hourly readings	Default	You can choose monthly readings

Business customers (energy supply meters)



	Half-hourly	Daily	Monthly
You had your smart meter installed, or have switched supplier or agreed a new contract, on or after 3 November 2022	Default	Not available	Not available
You had your smart meter installed before 3 November 2022 , and have not since switched supplier or agreed a new contract	You can choose half-hourly readings	Default	You can choose monthly readings

Export meters (both Residential and Business customers)



Half-hourly	Daily	Monthly
Default	Not available	Not available

FAQs



What data is stored in smart meters?

Smart meters measure data about the energy you've used, just like your old meters. And, apart from your meter supply number, they don't store any other personal data about you — it's only details about the energy you use that's held on the meters.

Your meters record the energy you've used, based on your choice of frequency. We'll then use these readings to give you more accurate bills.

We carefully protect your data and rights. For more information on how we look after your personal data, visit [uw.link/privacy-customer](https://www.smartenergygb.org/privacy-policy).



Is my data secure from hackers?

Yes. We take data security very seriously and there are strict security rules around protecting smart meter data that apply to all energy suppliers. Plus, smart meters have been designed with the help of top cybersecurity experts to ensure security best practice.

Smart meters send us your meter readings using a dedicated, secure wireless network — not the internet. So, your readings are kept safe and secure from external threats.



How do smart meters protect Britain's energy security?

Smart meters are enabling great changes to the way the energy industry sources energy and manages energy distribution, making sure there's enough energy to meet demand. Over time, this can allow Britain to become less reliant on fuel imports from other countries, and integrate British renewable energy, like wind and solar, into our system.



Where can I find out more about Britain's smart meter roll-out?

You can find more information on the exciting changes that smart meters are making possible on Smart Energy GB's website at [smartenergygb.org](https://www.smartenergygb.org).

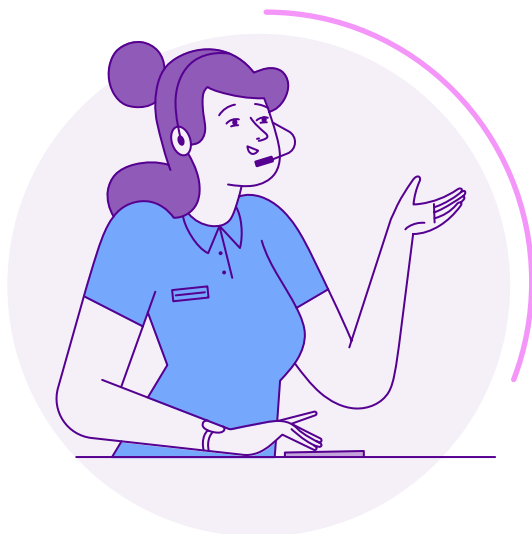
Need more help?

You'll find answers to many of your questions at [uw.link/smart-help](https://www.uw.link/smart-help) or you can contact us via [uw.link/contact-us](https://www.uw.link/contact-us).

National smart meter roll-out

You can find more information on the national smart meter roll-out on Smart Energy GB's website: [smartenergygb.org](https://www.smartenergygb.org).

Great Britain's independent energy industry regulator, Ofgem, also has lots of information on the smart meter roll-out, including details on how the Data Communications Company (DCC) is regulated and manages your data, at [ofgem.gov.uk](https://www.ofgem.gov.uk).




Your data rights

For independent advice about your rights and choices regarding your personal information, contact the Information Commissioner's Office at [ico.org.uk](https://www.ico.org.uk) or call the ICO Helpline on **0303 123 1113**.

Energy efficiency

For tips on how to use less energy, visit [uw.link/energy-tips](https://www.uw.link/energy-tips).



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UWSMDG0323