

A black and white photograph of a young girl with her hair tied back, blowing a pinwheel. The pinwheel is on a long, thin stick. The background features several concentric circles in shades of orange and yellow, creating a ripple effect. The text is overlaid on the top half of the image.

Get set for your Smart meter

The important
things you need
to know and do
before we come.

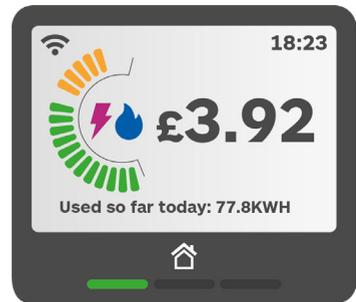
Sainsbury's
Energy

Why Smart meters are good news:

- You can see what you're using in pounds and pence
- You know which appliances cost the most to run
- Your bills are always accurate*
- You don't need to send a meter reading*
- You can track your energy use online
- You're more in control of your energy use

You'll get a Smart Energy Display

See how much energy you're using around your home



* You'll only receive an estimated bill or need to provide a reading if there's a problem collecting or processing a reading. Generally the only time we'll need to visit you is when we're required to carry out a routine safety check.

Get set for your Smart meter(s)

Tick:

1

Make sure there's nothing in the way...

so our installers can get to your meter(s) and work safely.

2

Have your security alarm code handy...

as your house alarm may go off during the installation.

3

Get advice if your gas appliances are faulty.

We'll complete a visual inspection of the gas appliances to ensure they are safe, but if you need advice before we come, visit gassaferegister.co.uk or call **0800 408 5500**†.

4

Let us know of any additional needs...

such as a disability, or medical condition we don't already know about, that requires a continuous energy supply.

Also if you think communication could be difficult on the day, then please arrange for someone else to be present.

5

Help us to find you easily.

Simply let us know if it's difficult to find you or if parking is a problem.

6

An adult needs to be present on the day...

because we'll be turning off your supply, carrying out safety checks and showing you how it all works.

7

If you generate your own electricity,

then make sure you have switched off your microgeneration equipment in line with your manufacturer's instructions before we arrive.

On installation day



1. We'll contact you

either by phone or text if we have your number. You can update your details via your online account. If you're a resident of a private or council managed sheltered housing accommodation we'll be liaising with the warden or onsite manager.



2. We'll show you proof of ID

and can quote a password if you let us know in advance. We'll also show you a Gas Safe registration card.



3. We'll switch off your energy supply

usually for about 30 minutes each for gas and electricity. We still might need to turn off your electricity even if you're only getting a gas Smart meter installed.



4. We'll fit your Smart meter(s)

This normally takes around an hour for each meter.



5. We'll switch your energy back on and tidy up

We'll also complete a visual inspection of your gas appliances so that everything is safe and sound.



6. We'll show you how it works

including a demonstration of your Smart Energy Display and how it can help you save energy and money.



Your Smart energy data

Your energy data is sent to us automatically.**
How much information we collect is up to you

The more energy information we collect the better we can help you understand it and provide you with relevant energy saving advice. We'll use it to compare and identify trends across similar households, so we can develop more appropriate products and services – and buy and produce our energy more efficiently in the future.

Protecting your data

We'll take great care of your Smart meter data. We'll only share it with organisations when required to: for the prevention of fraud, by law, or with companies acting on our behalf.

You'll find more information on how we use your smart meter data in the domestic privacy policy at sainsburysenergy.com/legals/smart-privacy-notice – or you can request a copy by contacting us.

Here are your choices:



Half hourly readings

Your energy use is recorded every half hour and collected by us once a day. We'd recommend this option for a more complete view of your energy use and you'll get online tools, reports and personalised energy efficiency advice.



Daily readings

Unless you tell us differently, we'll collect a single meter reading from your meter(s) each day, so you can get accurate bills and have fewer of them estimated.*



Monthly readings

We'll collect a single reading once a month – the minimum we can take for billing and regulatory purposes. Occasionally we'll take other readings if your account changes, we need to resolve a query or if there's an issue with your meter.

If we install your Smart meter(s) at short notice (less than 7 days), we'll usually take monthly readings initially. After this time we'll then take them daily unless you tell us otherwise.

****You can change your data choice at any time.**

You can do so by logging into your account or giving us a call.

Your questions, answered

Will I have to pay for my Smart meter(s) installation?

No, there's no extra cost for your meter(s) or the installation.

Why are you fitting Smart meters?

We're supporting the government in updating the UK's energy system, including every home being offered Smart meters by 2020.

Do I have to have a Smart meter?

You can choose not to have one right now (unless it's part of the terms and conditions of the tariff you've signed up to), but the energy infrastructure across the UK is changing. Similar to the way your TV was upgraded to digital, eventually, traditional gas and electricity meters will be phased out and replaced with Smart meters.

Can I switch tariff or supplier?

Yes, within the terms and conditions of your current tariff.

What happens if one of my fuels is from a different supplier?

They'll contact you directly if that meter needs changing.

I'm a tenant, can I still have a Smart meter?

Yes, but we suggest you contact your landlord first.

What do I need to know if I have microgeneration equipment that produces my own electricity?

Just so you know: as Smart meters are capable of measuring the electricity you export, the supplier managing your feed-in tariff payments may change the way your export payments are calculated from using estimated readings to using actual readings.

* You'll only receive an estimated bill or need to provide a reading if there's a problem collecting or processing a reading. Generally the only time we'll need to visit you is when we're required to carry out a routine safety check.

Don't forget your appointment



Call our Smart helpline

0800 294 0880[†]

Monday to Friday 9am to 5pm



When we install Smart meters, we work to the Ofgem approved Smart Metering Installation Code of Practice. This can be viewed at sainsburyenergy.com/legals/smicop

[†] **Phone calls:** Calls to 0800 and 0808 numbers should be free from all mobiles & generally free from all landlines. Calls may be monitored and recorded for security, quality or training purposes.

Sainsbury's Energy is a trading name used under licence by PS Energy UK Limited, (Registered No. 09850654) registered in England & Wales. Registered Office: Windmill Hill Business Park, Whitehall Way, Swindon, Wiltshire, SN5 6PB. PS Energy is a wholly owned subsidiary of Npower Limited (Registered No. 3653277) Registered Office: Windmill Hill Business Park, Whitehall Way, Wiltshire, Swindon, SN5 6PB.