



Get ready for your
Smart meter(s)

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

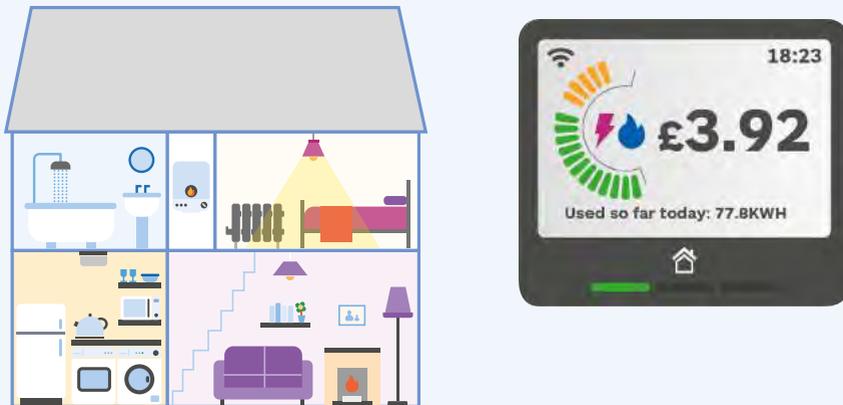
nPower

Why Smart meters are good news:

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

You'll get a Smart energy display

See how much energy you're using around your home



Get set for your Smart meter(s)

Tick:

-  **Make sure there's nothing in the way**
so our installers can get to your meter(s) and work safely
-  **Have your security alarm code handy**
as your house alarm may go off during the installation
-  **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**
-  **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
-  **Help us to find you easily**
simply let us know if it's difficult to find you or if parking is a problem
-  **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

* You'll only receive an estimated bill 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.

On installation day



1. We'll contact you

either by phone or text if we have your number. You can update your details when you confirm your appointment



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



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



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



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

this normally takes around an hour for each meter

Your Smart energy data

Your energy data is sent to us automatically – and 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.

There's more information about your data choices and how your data is used in your domestic supply T's and C's at [npower.com/standardterms](https://www.npower.com/standardterms) – or you can request a copy by contacting us.

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 daily unless you tell us otherwise.

You can change your data choice at any time. Just let us know via your online account, phone, email or post.

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 we can bill you accurately and reduce the need to estimate your bills.*



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.

FAQs

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

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

Q. 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.

Q. Do I have to have a Smart meter?

No, it's not compulsory – but if you do have one, you'll get a better understanding of how to manage your energy costs. If it's not right for you just now, then let us know.

Q. Can I switch tariff or supplier?

Yes, within the terms and conditions of your current tariff. If you want to switch supplier, it's worth checking to see if they can support your Smart meter(s) – if they can't at the moment, then you may need to send meter readings until they can – and your display will only show your energy use in kWh.

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

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

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

Yes, but we suggest you contact your landlord first.



Don't forget your appointment

It's on the letter that came with this leaflet and explains what you need to do - including how to change the date if it's not convenient.



For more about Smart meters
Visit: **npower.com/smart**



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

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 number should be free from all mobiles and generally free from all landlines.

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