

Smart Metering FAQs

What is the smart meter programme?

To help create a more sustainable energy economy, the Government has directed energy suppliers to take all reasonable steps to install smart or AMR meters in smaller enterprise and domestic premises by the end of June 2025.

TotalEnergies Gas & Power is an accredited supplier under the Smart Metering Implementation Programme, and we are playing an important role in Great Britain's transition to a low-carbon economy by offering all eligible customers the option to install smart or AMR meters.

What is a smart meter?

Smart meters are the new generation of gas and electricity meters. A smart meter sends automatic meter readings directly and securely to us as your designated energy supplier, resulting in accurate bills, an end to estimates and manual meter reads.

What are the benefits of having a smart meter?

Smart meters allow you to easily monitor/manage energy consumption, giving you increased visibility of your energy use.

- Smart meters are capable of sending meter readings on a monthly, daily or half-hourly basis so you can be billed on actual reads instead of estimates. We would only obtain daily or half-hourly readings with your consent.
- Smart meters allow for 2-way communication meaning that we can interact with the meter remotely.
- Alerts are provided in real time to communicate if there is a fault or issue with the meter to the energy supplier.
- When we acquire a customer with a smart meter, we will be able to seamlessly inherit and operate with that meter. Likewise, when a customer leaves our supply, the new supplier should be able to inherit seamlessly.

What is the difference between AMR and Smart?

	AMR	Smart (SMETS2)
Comms	1-Way	2-Way
Installation	Meter Exchange / New Connection	
Data Security	Established Industry File Flows	Encrypted
'Real Time' Alerts	No	Yes
Connection	SIM Card	Bespoke Wireless System
Read / Data Flow	To supplier via Data Collector	To supplier via DCC

What is REC?

The Smart Metering Installation Code of Practice, which specifies the rules and standards for members to follow when installing a new smart meter to all eligible Customers, now forms part of the Retail Energy Code (REC). TotalEnergies Gas & Power is a member. For more information visit recportal.co.uk

Is it compulsory to have a smartmeter installed?

No, those customers who want to benefit from having a smart meter can have one installed at no extra cost, but installing a smart meter is always the customer's choice.

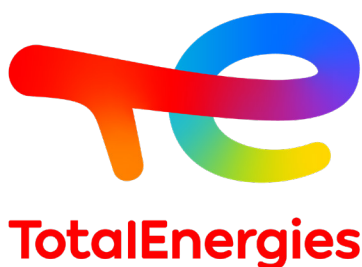
Who are The Data Communications Company (DCC)?

An independent organisation whose role is to provide communication services between smart meters and energy suppliers, network operators and other authorised DCC users. For further information please visit: smartdcc.co.uk/about-dcc

Do I need a broadband connection in my premises to use a smart meter?

No, smart meters use an entirely separate, secure wireless system. You don't need Wi-Fi in your home for it to work and it won't use your Wi-Fi if you have it.

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Who is eligible for a smart meter?

Domestic or small and medium-sized (SME) customers with a gas meter and/or an electricity meter are entitled to have a smart meter fitted. Suppliers must take all reasonable steps to install the smart meter. Micro business consumers (MBC) meeting the above criteria will be offered to have a smart meter installed. For further information on MBC rules please visit: [ofgem.gov.uk/key-term-explained/micro-business-consumer](https://www.ofgem.gov.uk/key-term-explained/micro-business-consumer) Non-MBC customers can choose to have a smart meter or AMR installed. Different rules apply for AMR, for further information please visit: business.totalenergies.uk/business-smart-meters

Do I need a smart meter for gas and another for electricity?

Yes, both meters will be replaced. We cannot guarantee that these will be done at the same time as you may not have all meters with us. Also, we cannot guarantee being able to identify dual fuel sites upfront or being able to offer a dual fuel appointment.

If I have an existing smart meter, will it remain smart if I change supplier?

In time, yes. All smart meters must comply with a smart metering equipment technical specification (SMETS) version. If the customer has the latest version (SMETS2), the meter will retain its smart capability. However, if the meter is a SMETS1 device, some customers may experience meter interoperability issues meaning the new supplier may not be able to retrieve readings remotely. There is an ongoing programme being managed and co-ordinated by the DCC to ensure all SMETS1 meters are enrolled within the industry, so they remain fully operable across the customers lifecycle with any supplier.

Who has access to customer data on the smart meter and how is it used?

The customer and TGP will have access to this information, which is strictly regulated and controlled. This data cannot be passed onto a third party without your consent. TGP will only use your consumption data for the purposes of servicing the supply contract.

What happens to my feed-in tariff if I get a smart meter?

There will be no impact on your feed-in-tariff if you opt to install a smart meter.

What if I have a prepay meter?

As part of Smart Energy Code of Practice (SEC) all suppliers must change a smart meter in pre-payment mode to credit mode, prior to transfer of supply. If you have a smart meter operating in pre-payment mode then TGP should be able to transfer into our supply without interruption to your service. TGP do not support pre-payment meters, so if the current supplier does not adhere with the SEC, then you could experience an interruption to supply.

How accurate are smart meters?

Smart meters are as accurate as traditional meters.

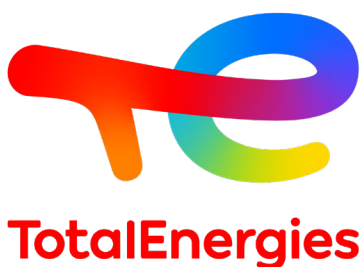
A BEIS study from November 2018 states '74% of consumers reported they were satisfied with their overall smart meter experience a year after installation'.

For more on this, please visit:

[gov.uk/government/publications/smart-metering-implementation-programme-progress-report-2018](https://www.gov.uk/government/publications/smart-metering-implementation-programme-progress-report-2018)

By law, all smart meters have to be certified by the Office for Product Safety and Standards to prove their accuracy, but if you do think there's a fault, you can report it to your energy supplier in the same way you do now.

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Could a smart meter impact my health?

Public Health England sees no risk or dangers to health from smart meters. The smart meters used in Britain have undergone one of the most rigorous safety testing regimes and exceed every UK and EU safety standard.

Does a smart meter mean a customer's supply can be cut off more easily?

No, the customer remains protected by strict regulations against us switching off or disconnecting their Gas or Electricity supply. This protection remains as strong with smart meters as it has been with traditional meters.

For further information on smart please visit:
[gov.uk/government/news/smart-meters-the-smart-choice](https://www.gov.uk/government/news/smart-meters-the-smart-choice)

[gov.uk/guidance/smart-meters-how-they-work](https://www.gov.uk/guidance/smart-meters-how-they-work)