

SMART METER GUIDE

INTRODUCING SMETS2

The latest generation in smart technology



WHAT IS A SMART METER?

A smart meter measures your gas or electricity usage in a similar way to traditional meters. However, smart meters are able to automatically send meter reading to your supplier using technology similar to a mobile phone. The latest generation of smart meters are known as SMETS2 meters. These updated smart meters continue to work even if you change energy supplier, offering more freedom and control to consumers.

The data taken from your smart meter is transmitted to a company called DCC (Data and Communications Company). DCC connects the data from smart meters with related energy suppliers via a secure wireless network.

If you're eligible for a smart meter, accurate and regular reading will be sent to your energy supplier, meaning you only get billed for the energy you use and save time on taking manual readings. Not every property is eligible for a smart meter however. This can be due to metering set up requirements, accessibility, or poor signal issues. To check if you're eligible for a smart meter, please contact your supplier.







REGISTER FOR A SMART METER

Visit our [website](#)
or call us on **0330 041 5911**



WHY GET A SMART METER?

There are several benefits to getting a smart meter, including:

-  **ACCURATE AND REAL-TIME DATA**
Smart meters provide precise readings of your energy usage in real time, making your bills fair and accurate.
-  **NO MORE ESTIMATED BILLS**
With accurate readings sent from your meter automatically, there's no need for estimated billing.
-  **AUTOMATIC METER READINGS**
Smart meters send automatic meter readings directly to us, giving you back the time that was spent taking readings and submitting them manually.
-  **THEY'RE FREE!**
Whether you're an existing customer looking to upgrade, or you're taking out a new energy plan, we will install a smart meter completely free of charge.
-  **SUPPORT A GREENER FUTURE**
With better usage analytics and less energy waste, smart meters can help to support a more sustainable future.
-  **CHEAPER TARIFFS**
Customers with a smart meter can secure our best rates on a fixed price contract.

It's important to note that the specific advantages of getting a smart meter may vary depending on your location, utility provider, and the available features in your region. Some regions might have government initiatives or incentives to encourage the adoption of smart meters as part of energy efficiency and sustainability goals.

SMART METER UNIT SPECS

PRIMARY METERS



Meter Model
KAIFA MA120B Single
Phase 5 Terminal

Meter Type
Electricity Single Phase

Dimensions
140x130x65mm



Meter Model
KAIFA MA329B Multi-
Phase

Meter Type
Electricity Three Phase

Dimensions
140x130x65mm



Meter Model
Flonidan G4SZV-2 DB

Meter Type
Gas Meter

Dimensions
262x235x167mm



Meter Model
LANDIS & GYR G470

Meter Type
Gas Meter

Dimensions
Unknown

SECONDARY METERS



Meter Model
Itron EM425-UK2 Single
Phase 4 Terminal

Meter Type
Electricity Single Phase

Dimensions
130x110x65mm



Meter Model
Aclara SGM1433-B
Multi Phase

Meter Type
Electricity Three Phase

Dimensions
161x170x65mm



Meter Model
ITRON FGBB03

Meter Type
Gas Meter

Dimensions
227x151x107mm



OUR SMART METER INSTALLATION PROCESS

1. BEFORE THE INSTALLATION

- If you do not already have a smart meter appointment, book your installation by calling **0330 041 5911**.
- Once you've agreed a date, we will send you a confirmation email.
- Please complete the pre-install survey form included in the email. This provides us with essential information to successfully install your smart meter.
- If you have not received a link to the pre-install survey, you can access it here: <https://yusmart.co.uk/smart-meter-pre-install-survey/>

2. ON THE DAY OF INSTALLATION

- Switch off your heating, all electrical equipment, PC equipment and gas appliances before the engineer arrives.
- Ensure a responsible person aged 18 or over is present at the premises for the installation.
- Please make sure our Yü Smart Engineer has somewhere to park their vehicle, and can gain access to your property.
- Clear the area around the meter and ensure it is accessible for the engineer

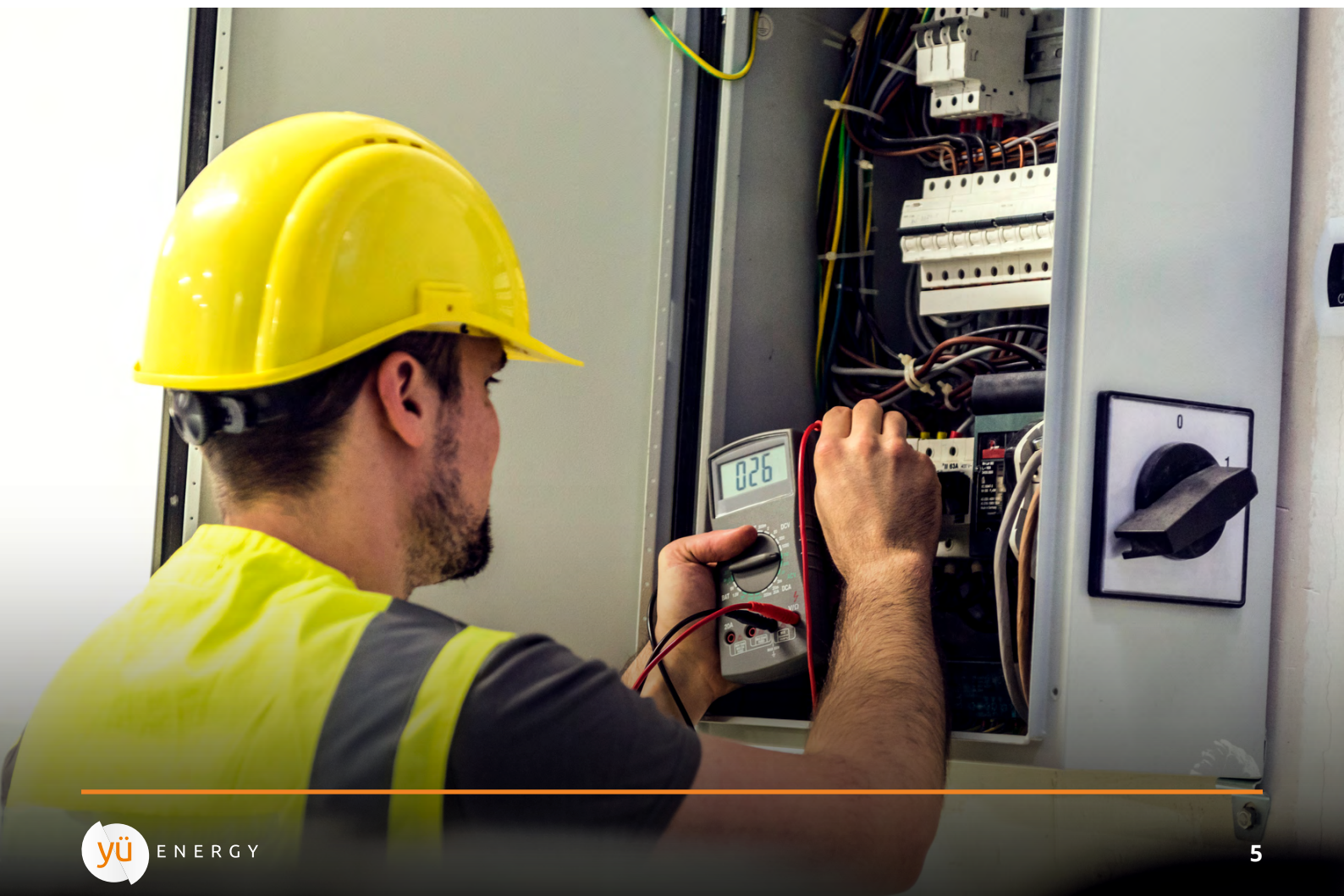
3. DURING THE INSTALLATION

- We will make a quick assessment of the location to ensure the building is suitable for a smart meter installation.
- A brief description of the installation will be provided, giving you a chance to ask any questions.
- We will need to turn off your electricity for no longer than 30 minutes.
- On average, it will take around 60 minutes to complete your installation. However, this may vary, depending on individual circumstances. To help us complete your installation as quickly as possible, please ensure all of the above steps have been completed.

Please note: Your smart meter installation is free of charge, however, a £250 cancellation fee will be applied if an operative arrives and is unable to gain entry to your property, or if for any reason, they are unable to carry out the installation.

4. AFTER THE INSTALLATION

- Once your installation is complete, please allow 14 days for your smart meter to start submitting automatic readings.
- We will send a link to our post-install survey via email, within a few months of your installation. Please complete this survey with your feedback, to help us continue improving our service.





FAQS

WHY DOES THE GOVERNMENT WANT SUPPLIERS TO ROLL OUT SMART METERS?

Smart meters encourage consumers to be more energy efficient by providing more detailed insights into their energy usage. This helps support the government's ambitious plans to reach net zero by 2050. Smart meters also allow users to easily switch between energy suppliers, helping individuals take control of their energy, and enabling the transition to a more flexible energy market.

CAN I GET A SMART METER IF MY BUSINESS IS IN A RENTED PREMISES?

If you pay the energy bills in a rented premises, you can choose to get a smart meter installed. If your landlord pays your energy bills, you must speak to them about getting a smart meter fitted in your building.

HOW LONG DOES THE INSTALLATION TAKE?

The installation process will take about 60 minutes, but can sometimes take longer depending on the situation. Your electricity will need to be temporarily turned off, but this should be no longer than 30 minutes. We'll ensure minimal disruption is caused to your normal business operations.

CAN I ARRANGE INSTALLATION OUTSIDE OF WORKING HOURS?

We will work with you to find a time that's convenient for you and to minimise disruption to your business.

WILL I STILL BE SENT ENERGY BILLS?

Yes, you will still receive regular energy bills in the same way you do now. Remember to sign up for our customer portal to view your billing history and to view your latest bill.

HOW SECURE ARE SMART METERS?

The smart meter system is very secure. Security has been at the heart of the smart meter rollout and the system has been specifically designed to prevent hacking. Smart meters do not use the internet and have their own closed, dedicated communications system. Smart meters have been designed with top cyber security experts, including the government and GCHQ, to ensure that your data is kept safe.

ARE THERE INDUSTRY STANDARDS FOR INSTALLING SMART METERS?

We work to the mandatory REC schedule for the installation of our Smart Meter System which sets the minimum standard that each energy supplier must follow. This helps to ensure that all our consumers have a positive experience during the process of Smart meter installation, and is in place to protect consumers during the process. Find out more: <https://www.retailenergycode.co.uk/extra/wp-content/uploads/2021/08/REC-Schedule-16-Smart-Meter-Installation.pdf>

DO I NEED SMART METERS FOR BOTH GAS AND ELECTRICITY?

Yes, both meters will need to be replaced. If both your gas and electricity contracts are with Yü Energy, we will aim to install both meters on the same visit to make things as easy as possible (subject to availability). If your gas and electricity contracts are with different suppliers, you will need to have two separate meter installations (one for each of your suppliers).

WHAT HAPPENS IF I DECIDE TO SWITCH SUPPLIER?

Your smart meter will not prevent you from switching supplier. SMETS2 smart meters are cross-compatible with other suppliers, so you will not lose any functionality if you switch.

WILL IT COST ME ANYTHING?

Smart meter installation is free of charge for Yü Energy customers and those taking out a new contract with us.

DO I NEED TO HAVE A SMART METER?

There is no legal obligation to get a smart meter. However, some of our energy plans are subject to the installation of a smart meter. In these cases, failure to have a smart meter installed could result in you being placed onto higher SDT rates. Please check the terms and conditions you agreed to when signing your contract for more information.

HOW LONG DO THE BATTERIES LAST?

The lithium batteries in smart meters are expected to last between 10-15 years, though this may depend on battery demand. When the battery is running low, your smart meter will either show an indication on the screen, or will omit a short beep. Your smart meter will also automatically inform your energy supplier. You must still contact your supplier as soon as possible, and arrange to get a replacement fitted.

DOES A SMART METER MEAN MY ENERGY CAN BE CUT OFF MORE EASILY?

Consumers are protected by strict regulations around energy suppliers switching off or disconnecting your gas or electricity supply. These regulations apply to both traditional and smart meters, and are closely governed by Ofgem.

WILL I GET A SMART METER IF I'M ON A PRE-PAYMENT PLAN?

Yes, you are eligible for a smart meter even if you're on a pre-payment plan. Your smart meter will be set to pre-payment mode, rather than credit mode.



HERE TO HELP YÜ

Our friendly team are on hand to answer any queries you might have.

For more help and support, visit our support pages.

Alternatively, you can contact our customer care team on: **0333 344 8125**. Our lines are open Monday to Friday, 9am – 5pm.

If you would like more information about our services, visit our website: www.yuenergy.co.uk

