



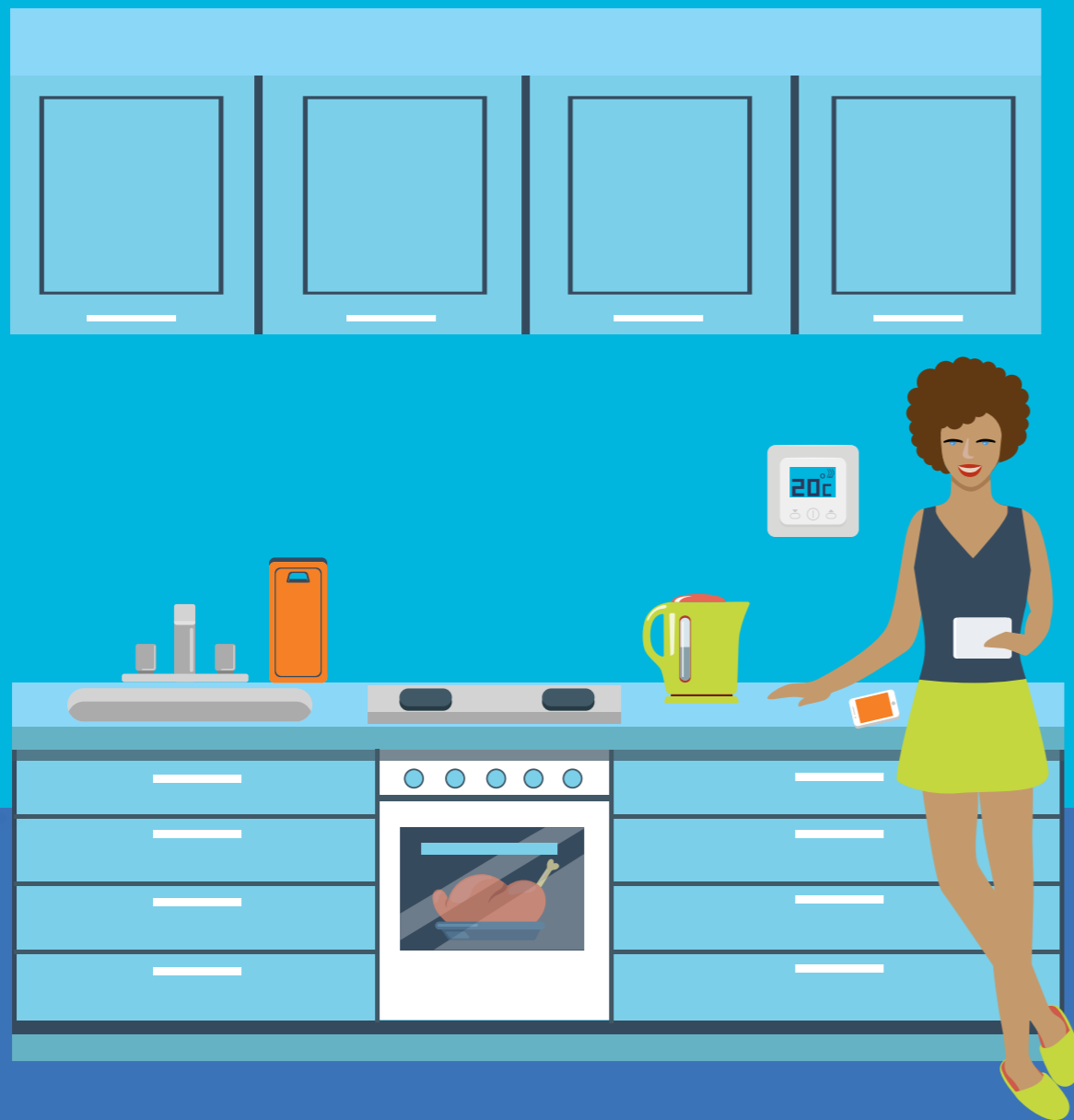
The voice of the
smart meter rollout

NATIONAL
HOUSING
FEDERATION



Smart Meters – A Guide For Housing Associations

Between now and 2020, every British home will be offered a smart meter from their energy supplier at no extra cost. This short guide for housing associations provides some background information about smart meters, the rollout and what you can do to help your tenants.



Introduction

You may have heard about smart meters and have questions about what it means for you and your tenants. To remedy this, the National Housing Federation and Smart Energy GB are working together to raise awareness and understanding of smart meters and how they can benefit housing associations and their residents.

What is a smart meter?

Smart meters are the new generation of gas and electricity meters. They are being installed in homes across Great Britain at no extra cost, to replace the traditional meters, including prepay key meters.

What do smart meters do?

A smart meter sends automatic meter readings directly and securely to the energy supplier. This means no more manual meter readings, no more estimates and more accurate bills. A smart meter includes a portable smart meter display which shows exactly how much energy is being used and what it's costing in pounds and pence, in near real time.

]] Installing **53 MILLION** smart meters will **SAVE** Britain **£6 BILLION**. By 2030, the average consumer will save **£43** a year.]]

How do smart meters work?

Smart meters measure how much gas and electricity is being used and shares this directly and securely with the energy supplier and the smart meter display, using wireless technology. No one will have to take meter readings manually – the smart meter will send automatic readings to the energy supplier via the Data Communications Company (DCC), a secure national network which is solely for smart meters. This works in the same way as other wireless systems like car remote keys or TVs, using radio waves. Though it is a wireless system, there is no need for Wi-Fi in the home for it to work. And it won't use a tenant's Wi-Fi if they do have it.

Why is the Government doing this?

The smart meter rollout is an essential technology upgrade, unprecedented in its scale, to improve Britain's energy infrastructure. Smart meters replace the traditional meters we currently have in our homes. They enable accurate bills, near real time information on energy use in pounds and pence, and greater control over the way we buy and use energy.

Who is Smart Energy GB?

Smart Energy GB is the voice of the smart meter rollout. It's their task to help everyone in Britain understand smart meters, the national rollout and how to use their new meters to get their gas and electricity under control.

What is Smart Energy GB's role in the upgrade?

It's Smart Energy GB's task to help consumers in every British household understand smart meters, how they can benefit from them and the national rollout. This includes sustained behaviour change, rather than just driving interest in smart meters.

Smart Energy GB's objectives are to:

1. Build consumer confidence in the installation of smart metering systems by gas and electricity suppliers.
2. Build consumer awareness and understanding of the use of smart metering systems (and the information obtained through them).
3. Increase the willingness of energy consumers to use smart metering systems to change their behaviour so as to enable them to reduce their consumption of energy.
4. Assist consumer with low incomes or prepayment meters, or consumers who may encounter additional barriers to being able to realise the benefits of smart metering systems due to their particular circumstances.

” SMART METERS will mean an END to estimated bills and the INCONVENIENCE of having people come to READ the meter. ”

Why is the Federation getting involved?

With 1 in 10 housing association households living in fuel poverty and average household incomes significantly lower than those in the private sector, helping residents reduce their energy bills is a key priority for housing associations. For most housing association consumer, responsibility for their energy supply (and so their smart meter installation) lies with the resident rather than the landlord. But the low level of switching amongst social tenants suggests that many are not engaged with energy issues.

The Federation is working with Smart Energy GB to provide resources and guidance that will help our members in their conversations with residents about smart meters, ensuring that tenants do not miss out on the benefits of the rollout.

Benefits of smart meters to tenants and housing associations

Benefits to tenants

- Your tenants will always know what they are paying for their energy - with a smart meter, they get an easy-to-understand portable display that shows exactly what they're spending in near real time. More transparency around energy usage and costs will help prevent people getting into debt with their energy supplier.
- An end to estimated bills – your tenants only pay for the energy they use.
- Smart meters show you exactly how much gas and electricity you're using in near real time, so you can see when you are using the most energy and which appliances are most responsible. Knowing where to cut back can save both energy and money.
- As smart meter technology also works with prepay meters, it will make it much easier to top up credit. Depending on the supplier, they'll be able to top up directly online or through a smartphone app. There will be no more keys or inconvenient visits to the shop (although that option will still be available).
- It makes switching between payment modes (e.g. direct debit or prepay) much easier as an installer will no longer have to visit the house and change the meter.
- Smart meters will be installed by suppliers at no extra cost to consumers.

Benefits to housing associations

- Smart meters will help tenants manage their finances.
- Reducing energy costs could mean fewer tenants under-heating their home, helping to protect their health and wellbeing and protect your housing stock from damp and other associated problems.
- There will be no more manual meter readings to interrupt the working day.
- Data on consumer energy behaviour and property performance could help housing associations in analysing the performance of different types of property, in targeting and monitoring energy saving measures, and in the development of local energy programmes and offers. The ownership and permission to share data will always lie with the customer.
- By reducing energy usage, smart meters will help Britain contribute to a lower carbon economy.
- Accurate records of energy usage and straightforward switching will make it easier to manage void properties.

What can housing associations do to help the rollout?

It is important that low income households and those with additional barriers – who could benefit the most from smart meters – are not left behind in the rollout. In many cases, the energy of your homes is managed by the tenant and so they will be responsible for installing a smart meter. The primary objective of the Smart Energy GB and Federation partnership is to ensure that social housing tenants are aware of smart meters and know how to get one installed.

There are a number of ways in which you can help facilitate this rollout, including:

- attend one of the Federation's training sessions
- inform residents about smart meters through your customer facing staff
- include information in your regular customer communications
- include information about smart meters at any customer facing events you run
- put up posters or information in the communal areas of your properties.

And if you want to get directly involved in the rollout then you can work with energy suppliers to:

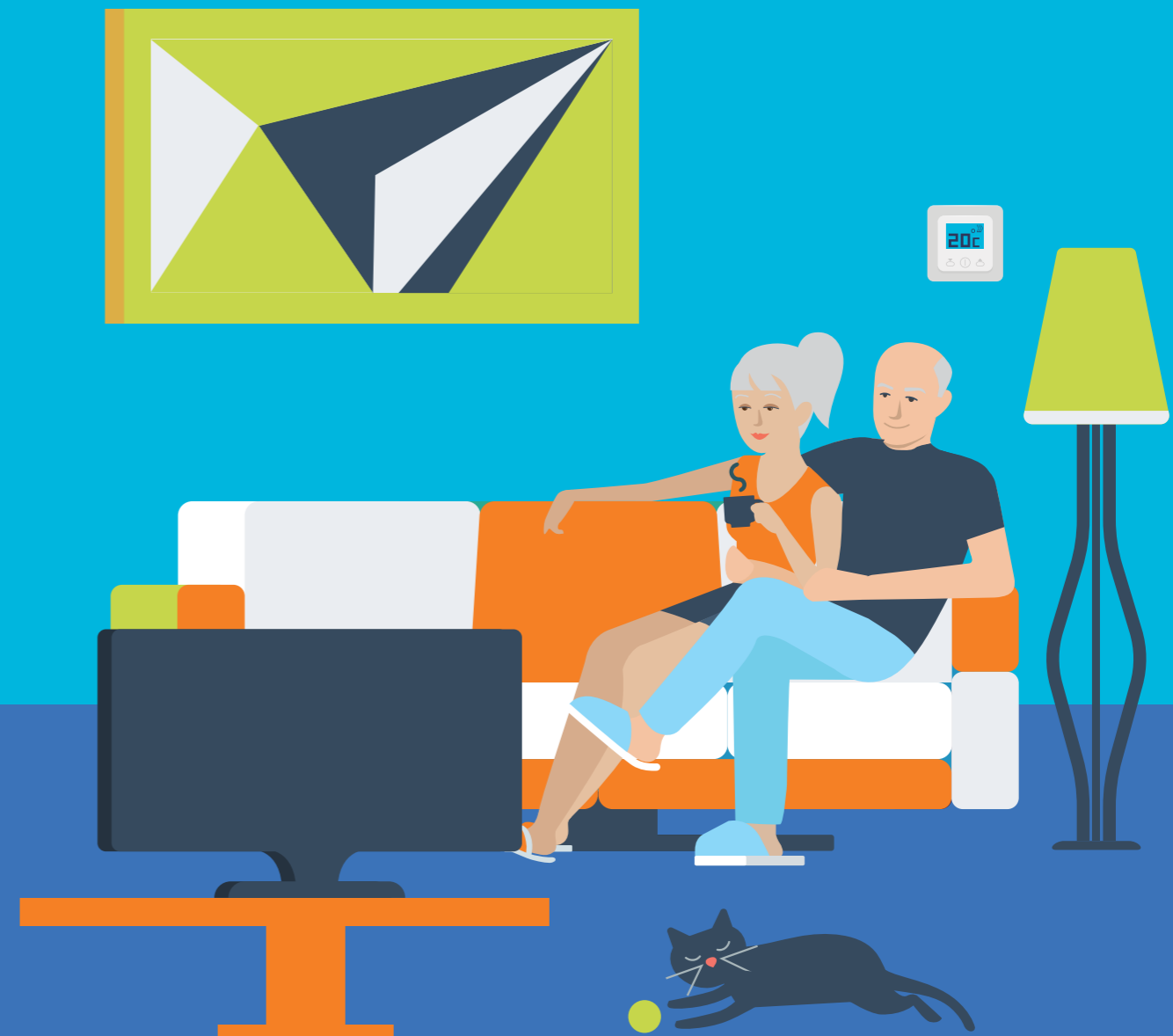
- request the installation of smart meters when you build your new homes
- request the installation of smart meters when a property becomes void.

How the Federation can help you

The Federation will be undertaking a range of activities to help you communicate the value of smart meters to your tenants:

- Free training sessions: the Federation and Smart Energy GB will be running a number of workshops around the country to provide housing association staff with all the information they need to educate their consumer about smart meters.
- Marketing material: the Federation will create templates of material that can be used by housing associations to help inform consumer. This will include templates for fliers, online adverts, pop up banner stands and presentations. We are working with Smart Energy GB to save you time and money as you won't need to produce your own material.
- The Federation will produce regular updates on its website, its newsletters, at our conferences and through our social media presence so that you can be kept up to date with the latest developments.
- We will act as a central hub for your questions about smart meters, or queries for Smart Energy GB.

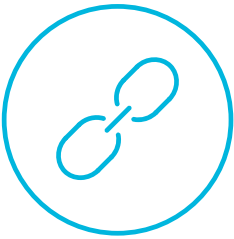
All information can be found at: www.housing.org.uk/rollout





Next steps

- Contact the Federation to find out how you can help inform your consumer about smart meters.
- Attend one of the training sessions that the Federation will be running around the country.
- Visit the Federation website to view the resources available www.housing.org.uk/rollout.



Additional useful links

Smart Energy GB You tube channel
www.youtube.com/smartenergyGB

Smart Energy website
www.smartenergygb.org

Additional resources to promote smart meters
www.smartenergygb.org/partner-resources



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