

Via email

3rd August 2018

Dear Member of Parliament

Smart metering is an issue that is never far from the headlines. Unfortunately, recently we have seen negative media stories containing a number of inaccuracies so I am writing to you today to help correct some of the myths and highlight the many benefits that smart meters will bring to your constituents.

Smart meters are revolutionising our energy sector. With over 400,000 meters being installed every month, homes and businesses across the country are already gaining a better understanding of their energy use allowing them to save money on their energy usage. We know 82% of customers with a smart meter are taking steps to reduce energy consumption and one supplier found bill savings of around £32 per year.

Smart meters are also improving customer satisfaction – with 8 in ten people with a smart meter saying they would recommend one to their friends and family. Inaccurate billing is the number one driver of complaints in the energy sector and energy suppliers' own research is showing that complaints are falling as a result of the accurate billing that smart meters deliver.

Contrary to some media reports, customers with a smart meter are able to switch. Greater information about their energy usage from smart meters and engagement in the market is enabling them to switch and save money. According to data from the independent regulator, switching levels are higher for people with a smart meter with 23% of people with smart meters switching in the last year, versus 17% without a smart meter.

While some functionality may be lost temporarily when a customer changes supplier, first generation smart meters (SMETS1) begin to move over to the central communications system from the end of this year. This will ensure the meter retains full functionality when customers switch.

Undeniably there are challenges delivering such a complex yet critical national infrastructure programme. Industry is working with the Government and other stakeholders across the sector to ensure solutions are found that keep costs down for consumers while providing them with the many benefits of smart meters.

Smart meters will enable a huge transformation – where your constituents will be armed with all the information to allow them to take control of their energy use and save money.

I would be more than happy to meet you to discuss smart metering in more detail and help 'myth bust' or address any concerns you may have.

Yours sincerely



Lawrence Slade, Chief Executive, Energy UK

Energy UK

Charles House
26 Finsbury Square
London EC2A 1DS

T 020 7930 9390
www.energy-uk.org.uk
t @EnergyUKcomms