

## Frequently Asked Questions:

### Do we have to pay for a SMART Meter?

GTC levies no additional charge for SMART meters on our network.

### What do I need to do differently to have a SMART meter?

Currently only certain energy suppliers interface with this technology. You need to discuss and obtain agreement from your energy supplier and advise GTC upon acceptance of the quotation of your SMART meter requirements (subject to GTC terms and conditions).

### What is the timescale for installing a SMART meter?

GTC will install the gas SMART enabled meter and your electricity supplier will install the electric meter. For gas meters the standards are the same, 5 working days after your service is installed. Your electricity energy supplier will advise on timescales for installing the electricity meter.

### How much space is needed for SMART meters?

The meter space required is the same as for a traditional meter. The gas meter boxes are provided as part of our quotation. Traditional electricity meter boxes can be sourced independently or provided by GTC if accepted as part of our offer.

### What other equipment is required for a SMART meter?

The energy supplier will provide an in-house display either fixed to the wall or free standing and the unit will need a power point. A guide will be provided to your householder by the supplier on the features and benefits of the SMART meter.

### How does a SMART meter work?

The gas and electricity meters are installed and then paired so they communicate to the in-house display. The gas meter is SMART enabled and currently the technology to make the meters SMART is contained in the electricity meter. The in-house display can only be installed and programmed once the electric and gas meters have been paired. Ideally the gas meter should be fitted prior to the electricity meter to avoid a second visit being required by your energy supplier. The in-house display shows the householder usage and reading information whilst the mobile communication technology is used for the supplier to obtain the readings and produce accurate bills.

### Is there any disadvantage to the householder in having a SMART meter?

The householder can still change their energy supplier and tariff if they wish. The benefit to the householder is to see the gas and electricity usage in real time, reducing consumption and lowering energy bills.

### Can I have a SMART Gas meter installed?

Yes, in certain cases we can install a Gas SMART enabled meter, however this is dependent on who your nominated energy supplier is and the electricity meter type being installed by them, as the SMART technology is contained within the electricity meter.



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## FREE SMART Meters

Renewables





## FREE SMART Meters

From 2014 all new homes will be obligated to install SMART meters. This will help enable householders to control their energy usage. GTC is pleased to offer the option for house builders and developers to have SMART enabled meters installed on our utility networks.

With this new technology GTC is supporting house builders towards achieving their environmental obligations as SMART meters are part of an overall solution providing credits towards the Code for Sustainable Homes (CfSH).

### What is a SMART meter?

A SMART meter automatically takes regular gas and electricity readings, displaying the latest usage on the in-house display and can send the readings via mobile communication technology (SMS) to the energy supplier.

### Benefits of a SMART Meter

There are many benefits of the new technology but the key driver of the programme is to change customer behaviour in relation to how they use energy. Enabling consumers to have greater control will reduce overall energy usage and therefore has a positive impact on the environment.

#### For House builders the benefits include:

- Credit towards Code for Sustainable Homes working towards 2016 government target of zero carbon homes.
- Selling feature and added value to householders.
- Identify unexpected energy usage.
- No additional COST for the meter.

#### Householder benefits by:

- Monitoring and controlling usage of gas and electricity.
- Reduced usage and lower energy bills.
- No more estimated bills and no requirement for meter reader visits.
- Identify unexpected energy usage.



### I am interested – What do I do now?

It is simple: please contact GTC on 01359 240154 or your Regional Sales Manager who will talk you through the process. For your Regional Sales Manager's contact details, please visit [www.gtc-uk.co.uk](http://www.gtc-uk.co.uk) regional contacts map.