

E electric and gas

Smart Meters communicate between your home and your energy supplier using a wireless network. Your gas meter, electricity meter and IHD all communicate together allowing the IHD to show your gas and electricity balances. You can position your IHD anywhere in your home so you can easily view it whenever you want to.

*The amount you have chosen to top-up by will be automatically sent to your meter and you will receive a text message receipt (please allow up to two hours for this to arrive). Text messages will be charged at your standard local network rate. You will need to send 2 separate text messages if you are topping-up your gas and electricity, one for each top-up card number. You can top-up in whole pounds only - no pence.

Your Smart Meters will safely store data about the energy you have used however, they will not hold any personal information about you. Using your in-home display unit, you will be able to view your energy usage and with your permission, information such as meter readings and credit balances will be shared with us. Your Network Operator will have access to this data, in an anonymous form, to enable them to better understand energy usage and allow them to plan for your energy needs.

The IHD (in-home display) will show you the energy you use by doing simple, everyday tasks such as; switching on the lights, using the washing machine, boiling a kettle or leaving appliances on standby. By changing your behaviours to; switching off the lights when you're not using them, only boiling the water you need, washing at a lower temperature or turning appliances off overnight, you can reduce your energy consumption and in turn, save money.



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