Green Energy (UK) Limited
Smart Meter Data Usage Policy

The smart meters that we are rolling out meet a very high standard for data security as laid out by the government. This document lays out what data can be collected from your meter(s) and how that data is used.

What can be collected?

A meter which complies with the Smart Metering Equipment Technical Specifications has the ability to store much more data than a traditional meter.

The meter(s) can be read every 30 minutes and the data will be transmitted back to

100Green on a monthly basis. This ensures that you will receive an accurate bill without having to take a reading, and we can offer more assistance to you if you would like to query your energy usage.

If you have a Prepayment meter, data on your top-ups will also be recorded and transmitted back to 100Green, this is done in in near real time.

How is my data transmitted?

This depends on the type of meter you have. If your meter conforms with SMETS 1 then 100Green will appoint a data collector to 'dial' your meter and retrieve the data.

This data has to pass rigorous security protocols and therefore you can be assured that your data is secure.

If your meter conforms with SMETS 2 then the data is collected by the Data Communications Company (DCC) this is a government mandated organisation who retrieves the data from all SMETS 2 meters no matter who your supplier is. The transmission of your data from the meter to the DCC and then from the DCC to us is governed by the security protocols laid out by the government. 100Green intends to enrol SMETS 1 meters into the DCC at the earliest opportunity which means that the difference to customers should be negligible.

Our promise

We will only collect data that is used to raise accurate bills, or to provide value added services that we genuinely believe will prove beneficial for you. No data will ever be retrieved for the purposes of marketing or selling.

Who can see my data?

Only specific staff within 100Green who need to use the data to provide you with the best possible service will see your data.

Outside of 100Green the organisations that will have regular access or can ask for your data are:

- The police or organisations that help identity theft of energy

- Your local distribution company who ensures that enough energy is available to your property
- 100Green's appointed agents who either ensure your metering is working correctly or ensure 100Green are complying with all industry codes and standards.

At all times and within all organisations that see it, your data will be treated in accordance with data protection laws.