

# Your New Smart Meter

- Your smart meter will be installed in place of your existing meter(s) subject to signal strength\*.
- The installation will include the replacement meter(s) and if requested an In Home Display (IHD).
- The installation of your new meter(s) will be done in compliance with the Smart Meter Installation Code of Practice (SMICoP) which guarantees the standards of service you will receive.
- The meter(s) will communicate with Green Energy directly, so you will receive an accurate bill without having to read your meter\*.
- For more information on how the data will be used please visit the Customer Promise section of our website.
- The IHD will show you both in terms of kWh & £/p how much power you are using, which enables you to keep an eye on your consumption.
- The engineer installing your meter will show you how to use your IHD.

\* Smart Meters work via GSM signal much like a mobile phone, if there is not sufficient signal at your meter some or all functionality may not work.

## Energy Efficiency

- Once you can see how much energy you are using you can think about Energy Efficiency and reducing your bills.
- Green Energy's customer service team are trained by the Energy Savings Trust to offer free, independent, impartial advice on how to save energy, so why not give us a call using the details below.
- Alternatively you can visit the Energy Savings Trusts website at [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) where you can get further information on energy saving measures and any grants or schemes you may be able to benefit from.

## Feedback

- In the days after your meter installation you will receive an email/letter requesting feedback on your experience, it is very important to us to continually improve the process so any feedback you can give us would be gratefully received.
- Should you have any questions or concerns please get in touch using the details below.

## Priority Service Register

- A Priority Service Register is maintained to provide additional support should you need it.
- Please inform us if you, or any resident in your property is aged 60+, under 5, or have a condition which we should be aware of when visiting you. If you have any equipment which is reliant on electricity and could become dangerous if it stopped working during a power cut please enter the details on our website [www.greenenergyuk.com](http://www.greenenergyuk.com) or contact us using the details below.

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