

Frequently asked questions about Smart meters

1. Will I have to pay for my Smart meter and/or installation?

ENGIE will install and operate business Smart meters at no extra cost.*

2. Do I need WIFI?

No, Smart meters have their own safe, dedicated communication network.

3. Is it safe?

Smart meters meet UK/EU safety standards, and there is no evidence of risks to health. All Smart meters are tested to ensure they are safe.

4. What happens with my data?

[Here's a link to the Smart & AMR data guide.](#)

5. How do I read my Smart meter?

You won't need to – your meter is read automatically.

ENGIE receives automatic readings on a monthly basis but can increase this frequency if required.

If you do want to take a manual reading, the Smart meter screen will show your total volume register (total consumption).

You can submit your manual readings by emailing electricity.meterreadings@engie.com or meterreadings.solutions@engie.com for gas.

6. What if I already have a Smart meter?

If you already have the latest generation Smart meter (referred to in the industry as a SMETS2 meter) then no action is required. If you believe there is an issue with your meter, for example if your energy bills are showing estimated readings, please contact our Customer Service team by email at customerservice@engie.com or call us on **0800 130 3600** (Opening times: Monday to Thursday 10:00 - 17:00, Friday 09:30 - 16:30).

If you already have a Smart meter, but it is a first-generation meter (referred to in the industry as SMETS1 meter), then ENGIE or the Government-led industry programme (depending on the manufacturer of your meter) will make changes to ensure your meter has the same capabilities as the latest generation of Smart meters. This work is expected to be completed in 2021.

If you are unsure about what type of meter you have, or suspect it may not be working properly, please contact our Customer Service team by email at customerservice@engie.com or call us on **0800 130 3600**.



7. What happens if there is a problem with my Smart meter?

We monitor the performance of your meter using the read data collected. If we see a potential issue, our appointed agents will contact you to arrange a site visit to fix any faults.

If you identify a fault with your Smart meter, please contact our Customer Service team by email at customerservice@engie.com or call us on **0800 130 3600** (Opening hours: Monday to Friday 9:00 - 16:00).

8. Do I need a Smart meter for gas and electricity?

Yes, both gas and electricity meters will need to be replaced. If ENGIE supplies your gas and electricity, we will aim to install both meters on the same visit to make things as easy as possible for you. If your gas and electricity accounts are with different suppliers, you will need two separate Smart meter installations, one from each supplier.

9. Are Smart meters required?

As an energy supplier, ENGIE is required to offer Smart or AMR meters to all small business customers. We are keen to ensure that as many of our business energy customers as possible benefit from having their meter upgraded.

* Subject to eligibility. Installation is subject to survey and your business site meeting Smart meter installation suitability criteria. There may be additional associated costs if the set up at site needs additional equipment to support the installation.