

Important things to know about smart meters.

How often do we take readings?

- We'll take your readings to provide you with accurate bills and to fulfil our legal and regulatory obligations to you as our customer.
- Before your smart meter(s) is installed, we'll also ask for your consent to collect and use information which will help you get the full benefit of your smart meter(s). We'll ask for this consent when you contact us to make your installation appointment. Please see overleaf for your consent choices and how we will use the information.
- To help you get the most from your smart meter(s), we'd like to collect and use meter readings about your energy usage up to every half hour. We'll download this information once a day and you'll be able to see it online, presented in an easy-to-understand format. This will let you see when you use energy and how much you're spending, so that you can manage your usage and could save energy and money.
- If you'd rather not give consent to collect and use your information in this way, we will respect your wishes. But it may mean that you won't be able to make the best use of your smart meter(s).
- We will use your meter readings for energy efficiency and research purposes. The more regularly we can take meter readings, the more information we can give you. That's why we recommend you allow us to take half-hourly meter readings.

Want to hear about other products and services?

In addition to any marketing consent we already hold for you, we'll also ask if we can use your smart meter(s) information for marketing purposes. You'll find more details on the products and services we'll offer in the table overleaf.

Changing your mind?

You can withdraw or reinstate your consents at any time by calling us on **0345 072 4322**, emailing us at smartcustomerservice@sse.com or writing to us at SSE Smart Customer Services, 4 Penner Road, Havant, Hampshire P09 1QH. Please see the table overleaf for more information on your consent choices. You'll receive a letter every 12 months following your installation to remind you of the consents you've given us.

About your installation appointment

We offer installation appointments from 8.00am to 4.00pm on weekdays. We may be able to offer appointments within a two hour window on request. Whilst we'll do everything to accommodate your wishes, these will be subject to availability on a first come, first served basis. We reserve the right to charge a fee if you cancel or reschedule your appointment with less than 48 hours notice.

To make an appointment to install your smart meter(s), call us on **0345 072 4322**

Making the most of your smart meter.

The information from your smart meter gives you a clear picture of the energy you are using – which could help save you energy and therefore could help you save money. The more regularly we can take meter readings, the more information we can give you. That’s why we recommend sending us half-hourly meter readings. Of course, this is up to you – so we’ll be sure to ask your permission to do this.

In fact, there are a few other things we’d like to ask your permission on – which we’ve outlined here.

Information category	Type of information	Do you need to give us consent?	What we’ll do	This means we’ll be able to...
Automatic meter readings sent by your smart meter	Monthly meter reading	No	Once we’ve installed the meter, we’ll start taking meter readings once a month.	<p>Provide you with all the benefits of monthly meter readings, including:</p> <ul style="list-style-type: none"> Allowing you to monitor your energy use month by month Giving you access to easy-to-read graphs online so you can compare your usage by month/year Giving you useful advice about energy saving and efficiency <p>As we’ll automatically be sent up-to-date readings, it means no more estimated bills.**</p>
	Daily meter reading	Yes	Once we’ve installed the meter and you’ve given us consent, we’ll start taking meter readings once a day.	<p>Provide you with all the benefits of daily meter readings, including:</p> <ul style="list-style-type: none"> Allowing you to monitor your energy use day by day Giving you access to easy-to-read graphs online so you can compare your usage by day/week/month/year Giving you useful advice about energy saving and efficiency <p>As we’ll automatically be sent up-to-date readings, it means no more estimated bills.**</p>
	HIGHLY RECOMMENDED: make the most of your smart meter with half-hourly meter readings			
	Half-hourly	Yes	Once we’ve installed the meter and you’ve given us consent, we’ll start taking meter readings every half an hour.	<p>Provide you with all the benefits of half-hourly meter readings, including:</p> <ul style="list-style-type: none"> Allowing you to monitor your energy use at specific times during the day, helping you manage your energy better Giving you access to easy-to-read graphs online so you can compare your usage by half hour/day/week/month/year Giving you useful advice about energy saving and efficiency <p>As we’ll automatically be sent up-to-date readings, it means no more estimated bills.**</p>
Marketing	Marketing information about products (e.g. Shield maintenance, retail appliances, heating solutions)	Yes	Marketing will start when you give consent and will include general service marketing which will make use of your smart meter readings	<p>Contact you in writing or by phone with information on products and/or services that we and other companies within the SSE Group offer.</p> <p>These include, but are not limited to, any of our loyalty programmes, promotions and competitions.</p> <p>We may also occasionally include details of offers available from our carefully selected partners.</p>
	Marketing information about services (e.g. additional energy efficiency advice, tariffs, web services)	Yes	Marketing will start when you give consent and will include general service marketing which will make use of your smart meter readings	<p>These marketing consents are for the use of your smart meter data for marketing purposes and are in addition to any general marketing consent we already hold for you.</p>