

Smart meter data - A guide to your rights and choices

The key facts

- Smart meters are being installed in every home in Great Britain, with the rollout planned to be completed in mid-2025. Your energy supplier will tell you when they plan to install your smart meter between now and then
- The Government is overseeing the rollout of smart meters and has set out the rules for the management and use of data collected from your smart meters
- Your Energy Supplier will continue to hold your personal details on your account

What's new?

- Smart meters record more information than current gas and electricity meters. They will store the amount of energy you have used in each 30 minute period
- Your energy supplier will collect meter readings remotely
- You can choose how much of this information you share with your energy supplier
- If you do nothing your supplier can collect a daily meter read

The choices you can make

- How much data your energy supplier collects from your smart meter, e.g. monthly, daily or half-hourly meter reads
- Whether your supplier shares details about your energy consumption with other organisations;
- Whether your supplier can use your meter reads for sales and marketing purposes;
- How you can access information about your energy use and get the most benefit from it
- Once you have made your choice on any of these, you can change your mind at any time

For more details about:

- The smart meter roll-out
- Making use of your smart meter data
- How your data will be used and who it will be shared with
- Making any of the choices above
- Any other questions about your data you might have

Please contact your energy supplier

For independent advice about your rights and choices relating to your personal information contact The Information Commissioner's Office at www.ico.org.uk or via the ICO Helpline on 0303 123 1113