

## Your smart meter data - what you need to know

### The key facts

- Smart meters are being offered to every home and small business in Great Britain between now and 2020. We'll get in touch to offer you a smart meter.
- 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.
- Just like your old meter, we'll continue to hold some of your personal details on our systems which allow us to deliver our energy services to you. This includes your contact and supply address details.

### What's new?

- Smart meters record more information than current gas and electricity meters. They will read and store the amount of energy you have used in each half an hour period.
- Your smart meter sends us readings remotely, so we no longer need to visit to obtain reading(s), or ask you to send them in.
- You can choose how much of this information you share with us (see below).

### The choices you can make

- How much data we collect from your meter, for example monthly, daily or half-hourly meter reads. If we can communicate with your smart meter we will collect a meter read once a day unless you inform us that you only wish to have a reading taken monthly. We will not collect half-hourly data from your meter without your explicit consent for us to do so.
- Whether we share details about your energy consumption with other organisations or use your meter reads for sales and marketing purposes. We do not intend to do this in the near future, but we will get in touch with you if this should change and will always ask for your consent before using your data for these 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 – just get in touch using the details below and we'll be glad to help.

Contact us for more details about the smart meter roll-out and how you can make use of your smart meter data to help you save money and reduce your energy usage. If you want to find out more about how we collect, store and handle your personal data, and how you can exercise your rights and choices relating to it, please see our [Privacy Notice](#).

### Contact details

email us at [smartmeters@bristol-energy.co.uk](mailto:smartmeters@bristol-energy.co.uk) or call us for free on **0808 281 2222**

