



# OUR SMART METER CUSTOMER CHARTER

At British Gas we want you to benefit from smart meters as early as possible. All houses in the UK need to have them by 2019 and we've already started to install them; replacing old meters so you can benefit as early as possible.

With your smart meter and in-home display, the exact cost of what you use becomes clear. If you can see the energy you use, you can start to make changes that help you save money and the environment. You'll immediately benefit from accurate bills based on the readings that are sent to us automatically from your smart meter.

These are just some of the reasons we're leading the industry in shaping the future of energy – and we're committed to putting your needs first. That's why we've drawn up this customer charter to make our commitments clear to you.

## 1. We're committed to making this as trouble free as possible

- We'll book an appointment that's convenient for you
- Our carefully selected and trained Smart Energy Experts will show you photo I.D. when they arrive. They'll also make sure your home is left just as they found it – they'll protect carpets, curtains and surfaces, and clear away any mess.
- We'll show you exactly how to use your smart meter and In Home Display and leave an easy-to-follow user guide. What's more, as you'd expect, we'll double check everything and make sure it's working properly before we leave.
- Nothing needs to change in terms of when and how you pay for your energy.
- Any questions – call our smart homes team on **0800 980 6121**. They'll help to resolve any issues and if they can't fix things over the phone, we'll send out one of our Smart Energy Experts.
- If you move into a home that already has a British Gas smart meter fitted, we'll reset it and give you all the information you need to get the most out of it. We'll also help you choose the best tariff and payment methods for your individual needs.
- If we are told someone new owns the home, we will reset the meter.

## 2. We're committed to giving you more choice and control

- When your smart meters are in place, you can stay on your existing tariff or choose a new one that suits you better. Switching tariffs is quick and easy.
- Once you've got a smart meter you can still change supplier; your rights haven't changed. Not all suppliers use smart meters yet so your new supplier may not be able to support some aspects of it. You won't need a new meter, it would automatically change back to a 'standard' meter and work in the same way they do today.
- If you don't want to have a smart meter installed yet, just tell us.

## 3. We're committed to helping you understand the energy you use and save money

- You'll get a free In Home Display – the digital screen makes it easy to see how much energy you are using so you can manage your energy and make savings.
- For more advice ask our Smart Energy Expert. They'll be happy to give you on the spot energy efficiency tips when they visit.
- You can get further ideas about making savings by visiting **britishgas.co.uk/ee**. Or call us on **0800 980 6121**.

#### 4. We're committed to providing extra help for those who need it

- When we come to fit your smart meter – we'll let you know if we think you could benefit from any of our programmes for vulnerable customers.
- If you need extra help, we'll do all we can to make sure your payment methods, meters and display equipment are right for you. We'll also ensure that you fully understand how your smart meter can help save you money.
- If you have difficulty paying your credit bill you may prefer a Pay As You Go tariff. We'll discuss the choices with you.

#### 5. We're committed to protecting your personal data

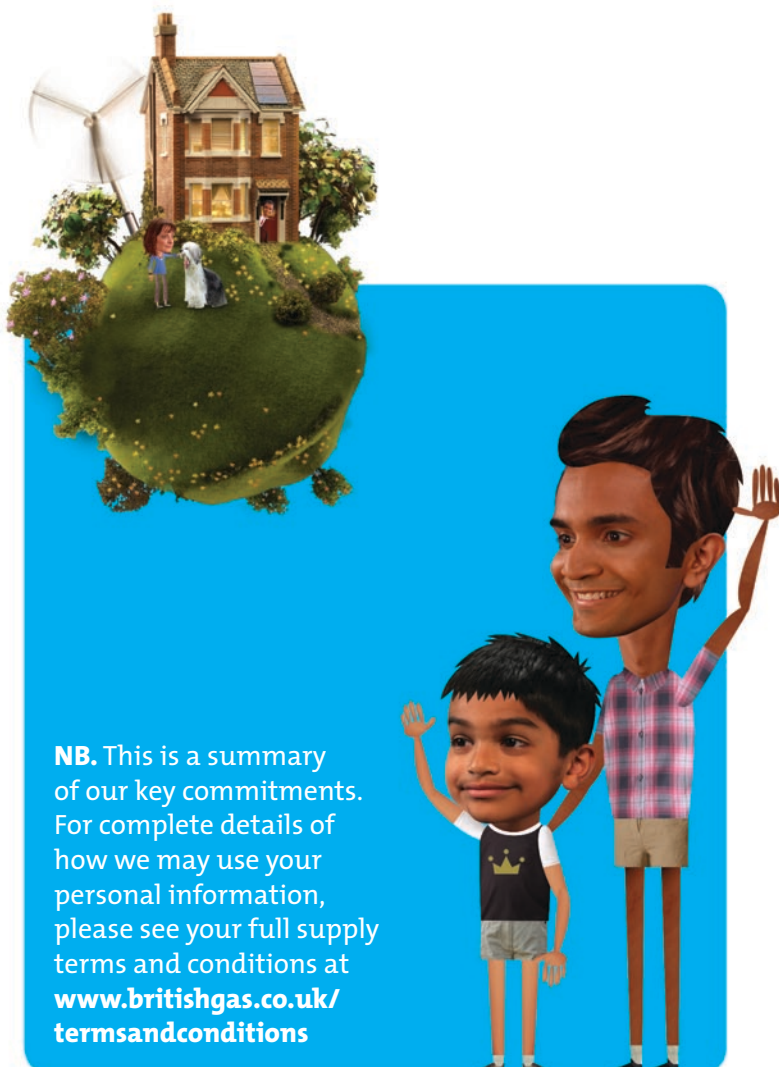
- We promise to take care of your personal and energy data. Your information will be kept secure to protect it from misuse.
- We'll record meter readings from your smart meter for each half hour of the day and these will be sent to us once every 24 hours. If you would prefer us to collect fewer readings just let us know and we will make sure that we only collect one reading to cover a 24 hour period. We will also collect information from your meter to check it is working effectively and safely so we can diagnose and correct any faults.
- If you leave British Gas we'll make sure we don't have access to any of your meters after you leave us.

#### 6. We're committed to upholding your rights

- We won't sell your energy consumption data to any third parties.
- You can ask us not to send marketing communications to you (including messages on your In Home Display).
- You can ask for a copy of any information we hold about you at any time. We'll provide it free, within 21 days and, where possible, in the format you want.
- We'll resolve any complaints quickly, to your satisfaction and in line with Ofgem complaint handling rules.
- We'll comply with all relevant laws and regulations, including the Data Protection Act 1998.

#### 7. We're committed to being open about how we use your information

- We and our agents may use your information to provide (or offer you) services and products; to detect debt, theft and fraud; to improve our understanding of customers and make our business more efficient, and to train our staff.
- Some trusted third party organisations will be given access to relevant information about you in order to help us run our business. They take great care of your personal or energy data, just like we do.
- We won't keep your information for longer than we need it.



**NB.** This is a summary of our key commitments. For complete details of how we may use your personal information, please see your full supply terms and conditions at [www.britishgas.co.uk/termsandconditions](http://www.britishgas.co.uk/termsandconditions)