

Smart Meter Guidance for Service Alterations



Scottish & Southern
Electricity Networks

Loss of Smart Services or HAN/WAN Connectivity Guidance for Connections Customers

GAS & ELECTRICITY

Additional DNO and GDN Guidance for Service Alterations (as agreed with Energy UK)

- As part of the Government initiated Smart Meter programme, every home and small business in GB will be offered a new smart electricity and/or gas meter before the end of 2020. These types of meters rely on wireless connectivity to send information to your energy supplier, and to the 'In Home Display' (IHD) that your energy supplier offered to you when installing your smart meter/s.
- If you already have a Smart Meter installed, you should be aware that moving the Smart Meter to a new location (via a service alteration request) may cause the wireless connectivity to be lost. If this happens, your energy supplier may need to undertake additional work to re-establish the connectivity. There may be additional charges from your energy supplier associated with this. If you are proceeding with a service alteration request with us, we advise that you also contact your energy supplier to discuss your plans with them.

Loss of Smart Services or HAN/WAN Connectivity Guidance for Connections Customers

ELECTRICITY ONLY

Additional DNO Guidance for Service Upgrades (as agreed with Energy UK)

- As part of the Government initiated Smart Meter rollout programme, every home and small business in GB will be offered a new Smart Meter before the end of 2020.
- If you already have a Smart Meter installed, you should be aware that as a result of upgrading your electricity supply to a three-phase supply (via a service upgrade request), your electricity supplier will need to replace your existing single-phase Smart Meter with a three-phase meter. This may result in loss of some, or all of the smart services currently provided by your electricity supplier. You should contact your electricity supplier to tell them you are upgrading your electricity supply to a three-phase supply, and your electricity supplier will be able to advise you of the options available to you, including whether they are able to provide you with a three-phase Smart Meter, and whether they will be able to continue with the provision of smart services once your electricity supply has been upgraded.



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