



AMR (Automated Meter Reading) privacy notice - electricity

Set out below is more information about your data choices and how your electricity consumption data is used which is in addition to and supplements how we've already told you we'll use your personal information in our privacy policy, which can be viewed at: npower.com/about-npower/privacy-policy

Use of AMR energy data

a From the date your AMR meter is installed we will use the energy consumption data we collect for the purposes set out below:

- To produce bills based on actual reads reducing the need to estimate your bills
- To calculate your energy usage and any debt or credit accrued
- To provide energy usage for industry purposes in line with industry regulations
- To identify and fix faults or issues with your meter more quickly
- To help us forecast demand for energy
- To carry out internal reporting, modelling and analysis to understand our customers better

The greater the frequency of energy usage provided the easier it will be for us to identify issues with the meter at an earlier stage, the more detailed and tailored the analysis will be and the more efficiently and accurately we can forecast demand meaning we can purchase wholesale energy at the best price.

b We will discuss the purposes for which your energy data may be used with you either when you contact us, or we will get in touch with you prior to your electricity AMR meter being installed so that we gain your explicit consent for your half-hourly data to be collected. Your half-hourly energy data will not be collected unless we get your consent to do so. If you give your consent your half-hourly data will be collected by Energy Assets Limited (EAL) acting on our behalf once a day. EAL will provide us with an aggregated meter reading once a month in order for us to produce your bill.

c If you do not provide consent to your energy data being retrieved on a half-hourly basis, only a monthly aggregated reading will be taken. Monthly is the minimum level of data that we are allowed to take for billing and regulatory purposes. We are also allowed to take ad hoc daily meter reads to maintain more accurate billing where we need to send you a bill after changes to your account (for example if you move home or change your energy product), if we need to use the data to resolve a query or a complaint from you or if we think your meter has been damaged or been compromised in any way. Daily meter reads will help us understand the meter's recent activity so that we can diagnose and resolve the problem.

d To discuss your options or change the level of energy data we collect, please call 0800 073 3000. You can change your mind about the use of your data whenever you like, but that change might not be reflected on your meter for up to 10 days from the date that you contact us. If you are changing to monthly data, the half-hourly data may still be available to us and to you for the period between you contacting us and the meter being updated. If you are changing to half-hourly data that data may not be available to us and to you until the meter is updated.

e EAL will retain your readings and your half-hourly data (where you have consented to half-hourly data) for as long as they are working on our behalf. Depending on your choice of data levels, we are able to provide you with up to 24 months (or the period since the AMR meter was installed, whichever is the shorter) of consumption data and/or meter readings as long as it is available from your AMR meter. An AMR meter is only able to store a limited amount of data so if you change your data preferences this might affect our ability to provide you with any retrospective half-hourly data.

f It may not be possible to purge (remove) all your energy data from the systems once it has been collected. If requested, we will stop processing that data unless we have a legal or regulatory right to continue to use the data to deal with your account.

g If you move home it is your responsibility to tell us in advance of the move taking place so that we can take appropriate steps to let the new occupier know about the fact we are taking half-hourly data and seek their consent.

- h** If you are the landlord or owner of the property we supply and are also the bill payer but you do not live at the property, we may only be able to provide you with energy consumption data that is necessary to enable us to meet our contractual and legitimate responsibilities to carry out functions such as billing and tariff comparison. We may be able to provide you with more granular energy consumption data if you provide us with your tenant's details so that we can contact them, explain the purposes for which we will use their energy data and seek their consent to provide you with more granular energy data.

Phone calls: Calls may be monitored and/or recorded for security, quality or training purposes. Calls to 0800 numbers should be free from all mobiles and generally free from all landlines.

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