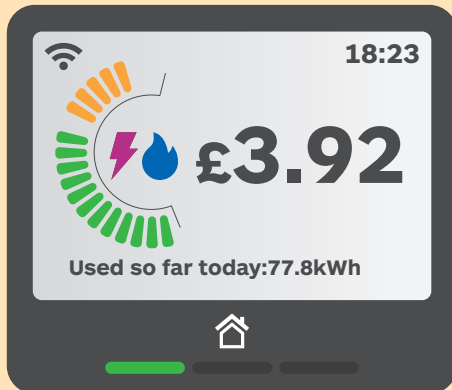


Your Smart meter information

“Know what it
means for you”



A guide to your rights and choices

We understand how important protecting your personal information is. We've been working hard with the Government, other energy suppliers and consumer groups to develop rules that provide even more protection than that provided by the Data Protection Act. New guidelines specifically for Smart meters have been introduced for energy suppliers:

The key facts

- Smart meters are being installed in every home in Great Britain between now and 2020. 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

Contact your supplier, npower on



Landline:
0800 980 9907

Monday to Friday 8am to 8pm
Saturday 8pm to 6pm

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**.

What this means for you

Your Smart meter is designed to help you – and us – use energy as efficiently as possible. By using the information it provides we can give you advice on how you could save money on your energy bills. The more often we can collect a reading from your Smart meter, the easier it should be for us to help you manage your energy use.

When your Smart meter is installed, unless you tell us that you want to opt out, it will be set to give us daily and monthly meter readings. The benefits of this are as follows.

“Know you'll only pay for what you actually use”

Because we can use a meter reading for the exact day we need, estimated bills are reduced. This can help you budget better. If your Smart meter doesn't provide a meter reading on a particular day, we can use readings from one of the following days to make sure your bill is based on the most accurate information possible.

Using daily readings can help us build up an understanding of different patterns of energy use in similar properties and similar areas to yours. We can then compare this with the information you have given us about your household, such as how many people live in your home. Analysing your energy use, and the energy use of our other customers, will help us to do the following:

- **Give you relevant energy-saving advice** which may help you work out how you may be able to save money.
- **Develop new products and services to suit your needs** more closely. However, we'll only get in touch to tell you about any new products if you have given us permission to.
- **Buy energy more efficiently for your supply** by forecasting energy use better.

This directly affects the prices we pay when we buy energy – and that affects the costs you pay. The more efficiently we buy energy for your supply, the more we're able to influence the prices you pay.

Getting to know your options

Here is some more information about your other options, so you can decide what's best for you.

Half hourly option – information recorded every 30 minutes and sent to us once a day with a meter reading

If you choose this option, you will get all the benefits of daily readings and more. The information recorded every 30 minutes can help us build up an even better understanding of your energy use and how it compares with similar properties and similar areas to yours. This means we'll be able to offer you even more ways to manage your energy use, and save money.

This is over and above the monthly reads we are allowed to take.

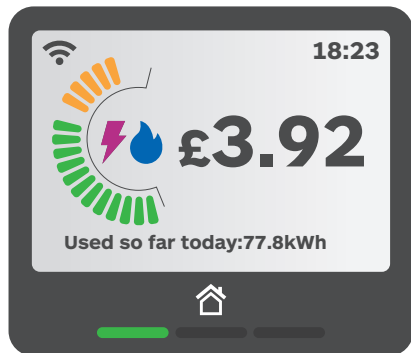
We will collect the half-hourly information from your Smart meter once a day. We'll do this when we collect your daily meter reading.

Monthly option – monthly meter readings

Taking monthly meter reads is the minimum we need and are allowed to take in order to bill you and meet relevant laws and regulations. We can also take readings at other times:

- to answer any questions you have;
- so we can send you a bill based on an actual reading if there's a change to your account; and
- if we think your Smart meter has been damaged or interfered with in any way, to help us to understand what's happening and sort out the problem.

Whichever option you choose, we will not use your information to send you marketing information unless you have given us permission to do so.



The options at a glance

Option	What we'll collect	How this helps you
Monthly	A meter reading once a month, with daily readings when necessary	<ul style="list-style-type: none">• Your account can be managed effectively.
Daily (Your meter will be set at this option unless you tell us otherwise).	Monthly and daily readings	<ul style="list-style-type: none">• You pay for what you actually use.• We give you relevant energy-saving advice.• We can develop products and services to suit you.
Half hourly	Monthly and daily readings Half-hourly information	<ul style="list-style-type: none">• You pay for what you actually use.• We give you even more energy-saving advice.• We can develop products and services that are even more suitable for you.

It's easy to change your mind

You can change your reading option whenever you like.

Remember, unless you tell us that you want to opt out, we'll take daily readings. Whichever option you choose, we will write to you every year to remind you about the choice you made and your options.

Keeping your information secure

We take security very seriously and have spent a lot of time working with our meter manufacturers to make sure that the meter we install for you is secure. We use international encryption standards to transmit the information from your meter safely and securely and can assure you the meters will only follow instructions sent by us.

Sharing information

In line with the terms and conditions you signed up to when you joined us, we may give your personal information to organisations that help us manage your account properly, to others where necessary to meet obligations we have by law and

To change your option or for more information call:



0800 980 9907
(generally free from all landlines and mobiles)

Monday to Friday 8am to 8pm
Saturday 8pm to 6pm

to those organisations or bodies we have referred to in our terms and conditions.

We won't give or sell your personal information to anyone else unless you have agreed to this. If you do agree, but you then change your mind, just let us know and we will stop sharing your information.

For more details about how we use your information



Visit
npower.com/standardterms



Let us know when you're moving

Moving home?

It's important that you tell us straight away if you are moving home. This will allow us to clear your Smart meter and Smart energy display of your energy information before the next person moves in.

Want to know more?

Contact your supplier, npower on



0800 980 9907
(generally free from all
landlines and mobiles)

Monday to Friday 8am to 8pm
Saturday 8pm to 6pm

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**



When we install Smart meters we work to the Ofgem approved Smart Meter Installation Code of Practice.

This can be viewed at **npower.com/smicop**

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 number should be free from all mobiles and generally free from all landlines. Calling us on a 0330 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls on a 0330 number will be part of these.

npower is a registered trademark and the trading name of Npower Limited (registered in England and Wales No. 3653277) and associated companies including Npower Gas Limited (registered in England and Wales No. 2999919), Npower Northern Limited (registered in England and Wales No. 3432100), Npower Northern Supply Limited (registered in England and Wales No. 2845740), Npower Yorkshire Limited (Registered No. 3937808) and Npower Yorkshire Supply Limited (registered in England and Wales No. 4212116). Registered Office: Windmill Hill Business Park, Whitehill Way, Swindon SN5 6PB.