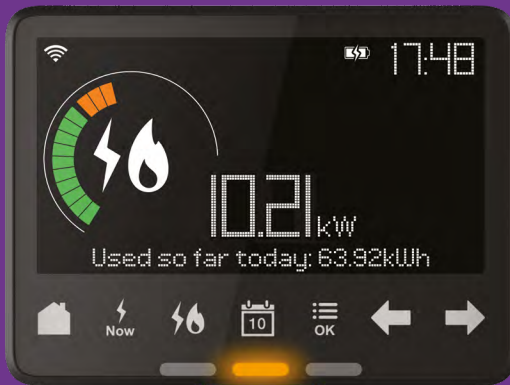




Your Smart meter information

“Know what it
means for you”



A guide to your rights and choices

We understand how important protecting your personal information is. So we want you to have all the information you need about Smart meters and what they mean for you.

The key facts

- Smart meters are being offered to every home and small business in Great Britain between now and 2020. We'll contact you when we 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

What's new?

- Smart meters record more information than current gas and electricity meters. They'll store the amount of energy you have used in each 30 minute period
- We'll collect meter readings remotely*
- You can choose how much of this information you share with us
- If you do nothing we'll collect a daily meter reading

The choices you can make:

- How much data we collect from your Smart meter, e.g. monthly, daily or half-hourly meter readings
- 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

It's easy to change your mind

You can change your data choice whenever you like.

Remember, unless you tell us that you want to opt out, we'll take daily readings.

Call us to change your data choice at any time or 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
- Any other questions about your data

Call us on



0800 980 9907

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




* You'll only receive an estimated bill or need to provide a reading if there's a problem collecting or processing a reading. Generally the only time we'll need to visit you is when we're required to carry out a routine safety check.

Getting to know your options

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

	Monthly	Daily	Half-hourly
Your data choices	You can choose this option and change your mind at any time	Your meter will be set to this option unless you've told us you wish to opt out or you've chosen half-hourly readings - you can change your mind at any time	You can choose this option and change your mind at any time
What we'll collect	We'll collect a reading once a month – it's the minimum we can take for billing and regulatory purposes	We'll collect a reading once a day	We'll collect a reading once a day, which will include your half-hourly energy consumption data
We may take ad hoc (on demand) readings if we need to resolve a query or if there's an issue with your meter			

How your energy consumption data will be used	Monthly	Daily	Half-hourly
To produce bills based on actual readings, reducing the need to estimate your bills	✓		
To track trends in energy consumption and analyse your energy consumption data and compare it over time with other customers' usage so we can develop tailored products and services for you (this won't include using your energy consumption data for marketing purposes unless you've already agreed that we can) The greater the frequency of energy usage we can obtain, the more tailored the products and services we can offer to meet your specific needs	✓	✓	✓
To calculate your energy usage and any debt or credit accrued	✓	✓	
To provide energy usage data for industry purposes in line with industry regulations	✓		
To identify and fix faults or issues with your meter more quickly The greater the frequency of energy usage data provided, the easier it will be for us to identify issues with the meter at an earlier stage	✓	✓	✓
To help us forecast demand for energy	✓		
To carry out internal reporting, modelling and analysis to understand our customers better Provision of daily and/or half hourly energy usage will give us a more detailed view of our customers and how they use energy to help us understand our customer needs better, help improve the way we provide our services and the types of services we offer as well as enabling us to develop the right types of products for our customers	✓	✓	✓

 There's more information about your data choices and how your data is used in our Privacy Policy at npower.com/ui/privacy-policy/ – or you can contact us and ask us to send you a copy.

Protecting your data

We'll take great care of your Smart meter data.

- ✓ We won't sell it to anyone or use it to send you marketing information without your permission.
- ✓ We'll only share it with organisations when required to by law, or with companies acting on our behalf. This may include companies that help us manage your account or network providers delivering energy to you.
- ✓ We may also share your data with the police, or other organisations in the prevention of fraud or as part of a criminal investigation.



For more details about how we use your information and who we share it with visit:

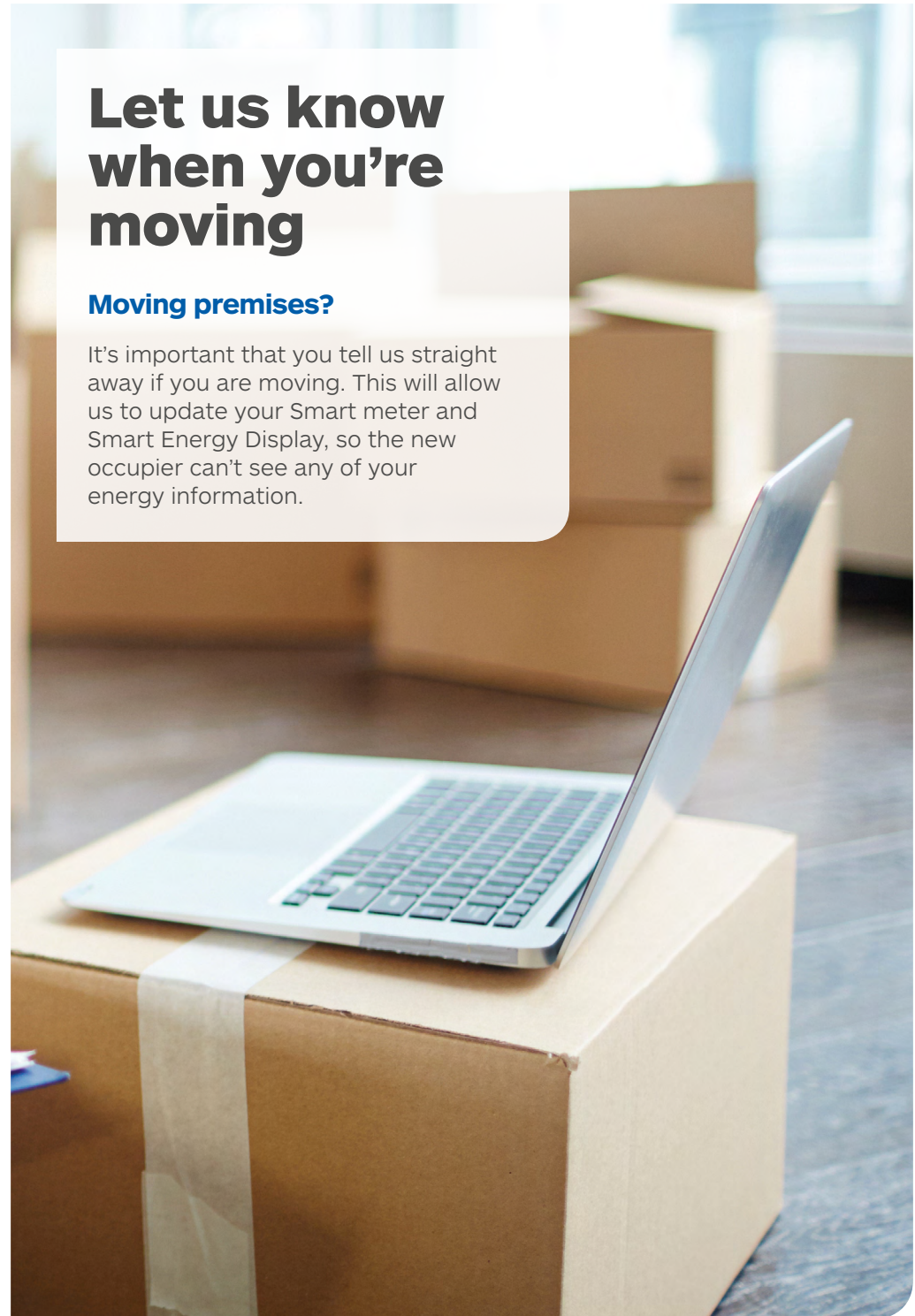
 npower.com/ui/privacy-policy/

or you can contact us and ask us to send you a copy

Let us know when you're moving

Moving premises?

It's important that you tell us straight away if you are moving. This will allow us to update your Smart meter and Smart Energy Display, so the new occupier can't see any of your energy information.



Want to know more?

Call us on



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 call 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. Call charges to numbers beginning with 0800 are set by your telecoms provider, calls may be free if you are calling from a business mobile or landline but this will depend on your contract. Please check with your operator for exact charges.

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