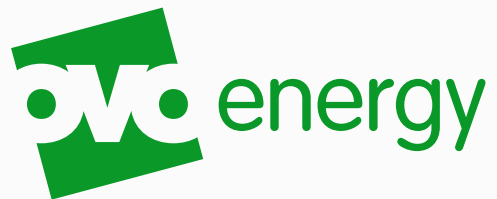


# Smart Meter Data Guide



## Data Guide

Our Data Guide sets out the standards you can expect from us when we ask for, or look after, your personal info. This covers your smart meter readings, how you can get access to your energy consumption info, and what you can do if you don't think we're meeting these standards.

## The Smart Meter Rollout

The government has asked all energy suppliers to take every possible step to install smart meters in their customers' homes before the end of 2024. In fact, it's a requirement for us to do this.

We think this is great – because we really believe that smart meters are the future. Especially when it comes to fighting the climate crisis. As well as helping our homes become more efficient, this clever tech can help us create a greener grid – by making our energy system smarter and more flexible too.

We'll install your smart meter at no up-front cost to you. And we'll offer you an In-Home Display to go with it, free of charge as part of the installation. The display screen shows your energy use in real time – so you can keep track of what you're using and how much it's costing.

To learn more about the UK's smart meter rollout, head to [smartenergygb.org/en](https://smartenergygb.org/en)

# Smart Meter Benefits

## **They could help you save energy – and money**

By letting us track our energy use in £ and p, smart meters help us all make small changes and waste less energy – saving money and cutting our collective carbon emissions too.

## **No more meter reading visits**

Smart meters send us readings automatically, so we won't have to visit your home to do this. But we might need to visit to check your meter's working properly.

## **There are lots more reasons why smart meters are great**

- **Get more accurate bills** – thanks to automatic meter readings
- **Take the stress out of switching** – with next-generation meters that work even if you switch suppliers
- **Fight the climate crisis, by saving energy** – because when we waste less energy, we cut our carbon emissions too

Smart meters have the highest security standards, developed by the government's cyber security experts. Your data is encrypted and can only be seen by us, with your permission.

## Smart Meter Readings

We'll only keep your meter readings for as long as needed – which is determined by the reason we collected them in the first place (such as for calculating your bills and for our legal requirements). The meters communicate with your In-Home Display to tell you how much energy you're using, almost in real time.

Smart meters send and receive data using a secure wireless network – called a Wide Area Network (WAN). So the meter sends us your readings automatically, without us having to ask you for them or needing to visit your home.

And they also allow us to do helpful things remotely, like change your tariff or add credit if it's needed (for anyone with prepayment meters). Of course, we won't make any changes to your tariff or account unless you want us to or we really need to. And, if it's the latter, we'll always do our very best to get in touch with you first to talk about this.

## You can choose how we use your info

Both before and after we install your smart meter, you can choose how we collect and use your info. This includes if we make any changes to how we're collecting your data and how we're using it (which we'll always let you know about). And we'd always get in touch to ask you first if we'd like to use your readings for any personalised marketing or product development in the future. You'll always have the freedom to change your mind whenever you like – just let us know. Our contact details are at the end of this document.

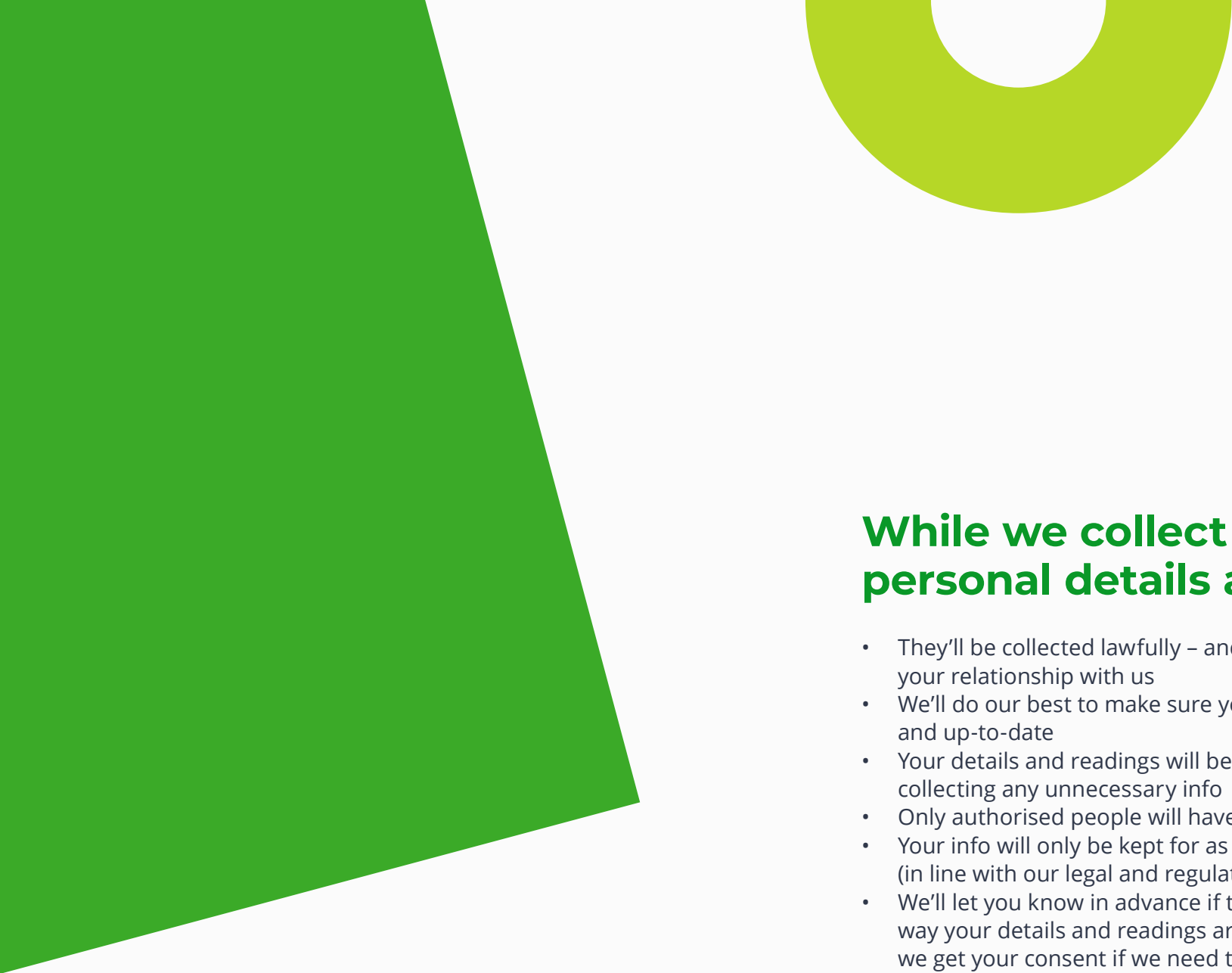


## And you can choose how often your meter sends us readings

We use the readings from your smart meter to show you how much energy you've used in your online account, and for your bills.

Your options are:

- **Half-hourly** – gives you the most insight into your energy use and it's the most popular choice. These readings are collected once a day, not in real-time (unless it's needed for a product or service you've agreed to). We won't be able to see the exact time you used your energy – just the total amount you used between two separate readings
- **Daily** – gives you a good insight into your energy use
- **Monthly** – could mean your bills and predicted energy use might not be as accurate as the more regular reading options. We need to collect at least one reading a month to calculate your bill and meet our legal obligations as an energy supplier



## While we collect these personal details and readings:

- They'll be collected lawfully – and only ever in connection to your relationship with us
- We'll do our best to make sure your details are always accurate and up-to-date
- Your details and readings will be protected – and we'll avoid collecting any unnecessary info
- Only authorised people will have access to your details
- Your info will only be kept for as long it's absolutely necessary (in line with our legal and regulatory duties)
- We'll let you know in advance if there'll be any changes to the way your details and readings are used – and we'll make sure we get your consent if we need to
- You'll be regularly reminded of the choices you've made for the way we use your info
- We'll show you how to see details of your energy consumption

## And we'll never do this:

- Use your meter readings to market things to you, if you've asked us not to
- Change your tariff or account without contacting you first
- Give third parties your details and readings for their own marketing, without your agreement
- Or give your information to an organisation outside the UK – unless they guarantee the right level of protection according to the General Data Protection Regulation (GDPR), to safeguard it
- Collect data about how you use individual appliances in your home – unless it's for a product or service you've agreed to first

## These bits are down to you:

- Give us accurate, up-to-date info
- Tell us as soon as you can if there are any changes to the details you've given, such as a change of address
- Let us know if you notice a mistake in the details we have about you



## How we keep your info secure:

- The readings we collect are protected using a range of security measures
- The data is encrypted and transferred to us via a secure system designed by cyber security experts
- Only authorised staff, who've had the right training, can see info from your meter

And we'll make sure any **third parties** who hold your data for us apply the correct standards to safeguard it – we'll always stay responsible for your info.

By 'third party' we mean: organisations and agents who help us with our day-to-day business, or with products and services. We'll make sure these organisations follow our Data Guide. They could be:

- **Industry parties** – network companies who help manage energy supply, distribution, and central industry systems
- **The police or other organisations** – including those involved in preventing and detecting theft or fraud. Whenever possible, we'll tell you if they need to disclose details about you
- **Organisations we've been asked to provide info to** – by **Ofgem** or the **government**, for questionnaires or surveys (your data will be anonymised)

When it comes to these third parties, **your data will be anonymised** – but one exception could be if it's essential as part of a police investigation. And whenever possible, we'd tell you if the police need to disclose details about you as part of an investigation.





## If you decide to leave us:

- We'll still be able to access historical readings for the time we supplied you
- But we won't be able to access any new info from your meter, when your next supplier takes over

## How we can help

If you'd like to know more or want to discuss anything, we'd be happy to help – you can get in touch about:

- The details we hold on you
- How to correct any mistakes in your personal info
- Agreements we have with other organisations for sharing info
- Situations where we can pass on your details without telling you (such as in relation to a criminal investigation)
- How we collect, use, and delete your info
- And how we keep accurate, up-to-date details



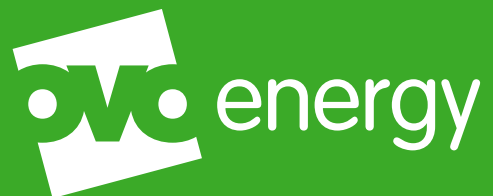
## Our contact details and other important bits

You can find our Help pages online at [ovoenergy.com/help](https://ovoenergy.com/help). Or you can email us at [hello@ovoenergy.com](mailto:hello@ovoenergy.com), call us on 03303035063 or write to us at 1 Rivergate, Temple Quay, Bristol BS1 6ED.

You can also **check out our privacy notice** [here](#). It goes through how we'll use your personal info. To request a copy in large print or braille, you can call us on 03303035063.

To view our full complaints process, head [here](#).

And if you're not satisfied with our response to the way information from your smart meter has been used, you can raise a complaint with **The Information Commissioner's Office**. It's the UK's independent authority set up to uphold information rights in the public interest – promoting openness by public bodies and data privacy for individuals. Visit [ico.org.uk](https://ico.org.uk) or call their helpline on 0303 123 1113.



Our general terms and conditions for the supply of electricity and/or gas, including those relating to smart metering are available at [ovoenergy.com/terms](https://ovoenergy.com/terms).

OVO Energy Ltd. 1 Rivergate, Temple Quay, Bristol BS1 6ED. Registered in England and Wales No. 06890795. VAT No. 100119879.

OVO Energy is a FIT and SEG licensee. We are a signatory of the Ofgem-approved Smart Meter Installation Schedule (SMIS).

You can [read a copy here](#) or get in touch if you'd like a copy in the post.