

03/08/2017

Attn: Daily Telegraph

Dear Letters Editor,

Your article ("Six reasons to say no to a smart meter", 2 Aug) is completely misleading and overlooks the huge benefits smart meters are already bringing to around 7million customers.

Rather than making it harder to switch, smart meters are actually empowering consumers by giving them detailed information on their energy use so they can more easily understand it and identify if there might be a better deal for them in the market or with their existing supplier.

It is possible to switch and for your first-generation smart meter to continue to work seamlessly, sending data to your supplier and In Home Display (IHD). Some people might find that they have to go back to giving meter readings temporarily but they won't need to have their meter replaced.

Smart meters are bringing benefits to customers and a positive experience. Research shows 8 in 10 people who have one would recommend them to a friend or family.

The statement that there is no evidence they will save energy or money is false. Research has shown us that 85% of people who have had a smart meter fitted have changed the way they do things around the home to use less energy and save money.

Smart meters are already transforming our energy system giving consumers more power and information on their energy usage in pounds and pence, and in near real-time.

I have a smart meter and changed my energy supplier without any problems. I'd encourage anyone who doesn't have a smart meter to get one, so that they can start benefiting from this technological revolution that will transform how we use energy.

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