

Hello everyone,

This mail is about smart meters in the Upper Deverills, and asks you to let us have some information about your situation, so that we can help improve the situation here.

Smart meters measure your energy usage. Simply put, they then transmit the data to providers such as EDF, Scottish Power, Octopus, Ovo, E.ON and British Gas, via a radio network that is separate from the mobile phone network.

A working smart meter will also enable you to take advantage of off-peak tariffs like Economy 7, even if your house is not wired for it.

An added issue is that some of the older off-peak systems rely on a different radio signal called RTS that is due to be switched off in 2025. After this it is expected, in these households, that a working smart meter will be needed to allow the use of off-peak tariffs.

The government has stipulated that all energy providers are to offer smart meters to their customers. They are being rolled out across the country to replace old electricity and gas meters.

Providers have also been encouraged to offer the Smart Energy Guarantee (SEG) – the mechanism whereby customers who export energy from their solar panels, etc, into the grid can be paid. This can only function with a smart meter.

Many of you will either have a smart meter or have applied for one. We believe that the signal strength in the Valley may be poor. As a result some Smart meters have been installed but do not connect (and so are little better than the meter they replaced). In other cases, providers won't fit them because they believe the signal here is too weak.

In any event, it is our experience that providers are generally keen to install Smart meters, but poor at getting them to work properly, and unresponsive, when a problem arises.

The Upper Deverills Smart Meter Action Group (SMAG) wants to tackle the issue head-on by forcing the government, local authority, or providers, whichever is best suited to solve the problem, to ensure that smart meters work in our villages – as soon as possible.

To that end, we would like to know the scope of the issue: how many households are affected and to what degree. We would be really grateful if you would let us know the answers to these six simple questions, if they apply to you:

1. Have you got a working smart meter?
2. Have you applied for a smart meter but have been refused?
3. Has your provider tried to install a smart meter but has not been able to make it work due to inadequate connectivity to the network?
4. Do you benefit from the Smart Energy Guarantee (SEG) whereby you are paid for energy that you export to the grid?
5. Would you be happy to assist with further information gathering?
6. Would you like to be kept abreast of developments?

Please email answers and any other comments or questions to the SMAG at [richardmunro2@btinternet.com](mailto:richardmunro2@btinternet.com). Or you can contact Tim Watts or Phil Davies who are also on the SMAG.