

Smart meter customer promise

We want your smart meter installation to be clear and easy. That's why we've signed up to the Consolidated Metering Code of Practice (CoMCoP) which has been approved by OFGEM.



Hassle-free

We'll make sure the set up of your smart meter is hassle-free

- Choose an appointment time that's convenient for your business
- A high quality of service throughout the installation
- We'll show you how your smart meter works and give you an easy-to-follow user guide



Save time

We're focused on saving you time

- Meter readings sent automatically – no need to take manual readings
- More accurate bills based on actual energy usage[†]



Manage costs

We want to help you understand your energy usage and manage your energy costs

- For further energy-saving information, go to britishgas.co.uk/business/business-energy-saving
- For general, independent information on the smart meter roll-out, go to gov.uk/guidance/smart-meters-how-they-work

The usage data from your smart meter can give you useful insight into how your business uses energy. Customers with a smart meter find this insight helpful and have used it to identify ways to save.

To find out more about how we use your energy usage data and on how to opt out of us collecting it, go to britishgas.co.uk/business/smartoptout

[†] Occasionally the mobile signal to the smart meter may drop which means we can't take an accurate reading. If this happens, your reading will be estimated based on your usage history.