

Understanding smart meters

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Smart meters are one of the most common topics you'll field as a Good Egg Energy agent – customers have questions about getting one, about what happens to their data, and (sometimes) about why theirs doesn't seem to be working as expected. This guide covers everything you need to know to handle those conversations with confidence.

What is a smart meter?

A smart meter is a next-generation energy meter that automatically sends readings to us at regular intervals – typically every 30 minutes. Unlike a standard meter, which requires the customer (or a meter reader) to manually record and submit a reading, a smart meter does the heavy lifting automatically.

Smart meters come in two generations. **First-generation (SMETS1)** meters were rolled out earlier and work well, but can sometimes lose their "smart" functionality if a customer switches supplier. **Second-generation (SMETS2)** meters are the current standard and retain full smart functionality regardless of which supplier the customer is with.

What does a smart meter include?

A smart meter installation typically includes two components:

The meter itself

Installed in place of the existing gas and/or electricity meter. It looks similar to a standard meter but has a communications module that transmits readings automatically.

An in-home display (IHD)

A small wireless device, usually placed somewhere visible like a kitchen worktop, that shows the customer their near real-time energy use and cost. Customers often call about their IHD not updating or showing incorrect figures – this is usually a connectivity issue, not a billing problem.

Benefits for customers

- No more estimated bills – readings are submitted automatically
- Accurate bills based on actual usage, every time
- Visibility of energy use through the IHD or online account
- Easier to spot if consumption is unusually high
- Faster, smoother switching between suppliers

Common customer questions

"Can I get a smart meter?"

Most customers are eligible. Check Kraken for any flags on the account or supply point that might affect eligibility (e.g. certain property types or meter configurations). If a customer wants to book an installation, follow the smart meter booking process.

"Will my data be shared?"

Smart meters collect energy usage data. Customers can choose how frequently their data is shared – half-

hourly, daily, or monthly. Reassure customers that data is used for billing and service improvement only, in line with our privacy policy. They can update their data sharing preferences through their online account.

"My IHD has gone blank / stopped updating."

This is one of the most common smart meter contacts. It's usually caused by the IHD losing its connection to the meter's home area network (HAN). Ask the customer to try: moving the IHD closer to the meter, restarting the device (hold the power button), and waiting up to 24 hours for it to reconnect. If the issue persists after 24 hours, log a fault in Kraken.

"My smart meter has lost its smart functionality."

This can happen with SMETS1 meters after a supplier switch. In most cases, SMETS1 meters are being remotely upgraded to restore smart functionality as part of an industry-wide programme – no engineer visit required. Let the customer know this is being worked on, and that in the meantime they can submit readings manually.

"I don't want a smart meter."

Customers are not obligated to have a smart meter installed. If a customer declines, note this on the account and confirm that they'll continue to submit readings manually as usual. Do not pressure customers to accept an installation.

Good to know: If a customer's smart meter appears to be sending readings but their bills are still estimated, it may be a communications issue between the meter and our systems. Check the meter read history in Kraken. If automated reads are missing, log this as a smart meter comms fault so it can be investigated.

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