

Valda Energy

Smart Meter Data Guide

A guide to your rights and choices



The key facts:

- Smart meters are being installed in every home in Great Britain, with the rollout planned to be completed in mid-2025. Your energy supplier will tell you when they plan to install your smart meter between now and then.
- The Government is overseeing the rollout of smart meters and has set out the rules for the management and use of data collected from your smart meters.
- Your Energy Supplier will continue to hold your personal details on your account.

What's new?

- Smart meters record more information than current gas and electricity meters. They will store the amount of energy you have used in each 30-minute period.
- Your energy supplier will collect meter readings remotely.
- You can choose how much of this information you share with your energy supplier.
- If you do nothing your supplier can collect a daily meter read.

The choices you can make:

- How much data your energy supplier collects from your smart meter, e.g., monthly, daily or half-hourly meter reads.
- Whether your supplier shares details about your energy consumption with other organisations.
- Whether your supplier can use your meter reads for sales and marketing purposes.
- How you can access information about your energy use and get the most benefit from it.
- Once you have made your choice on any of these, you can change your mind at any time.

For more details about:

- The smart meter rollout
- Making use of your smart meter data
- How your data will be used and who it will be shared with
- Making any of the choices above
- Any other questions about your data you might have

Please contact Valda Customer Services on [0330 390 4510](tel:03303904510) or via our website [Contact Valda Energy | Business Energy](#).

For independent advice about your rights and choices relating to your personal information contact The Information Commissioner's Office at <https://ico.org.uk/> or via the ICO Helpline on [0303 123 1113](tel:03031231113).