Preparing for your installation

Here's a handy checklist to help you get ready for your smart installation.

Before the installation:

☐ If you need additional help with your installation, please get in touch ahead of your appointment

☐ Please clear the area around your existing meters or let us know if there's any reason we may have trouble accessing and fitting your new meters.

On the day of installation:

There are some simple steps to follow on the day to prepare for your installation:

☐ Make sure your heating is switched off

☐ Switch off and unplug all electrical equipment

☐ Before you turn off computers, save all your important data

☐ Turn off any gas appliances and don’t use them during installation

☐ Keep your freezer door closed, so your food doesn’t defrost

☐ Choose to view your energy usage via your In-Home display or online account.

What our installer will do

Our installer or approved installation partner will install your smart meter. The installer will identify themselves with an ID badge and state a password if you have chosen one.

They will make a quick assessment of the location to make sure your home is suitable for the installation.

They will then provide you with a brief description of the installation and how long it’s likely to take. We will need to switch your energy supply off during the installation but this is only for a short period, normally around 30 minutes for each meter.

The installer will provide you with a smart welcome pack. This will outline the benefits of your new smart meter and how to get the most out of it.

Once your smart meters have been fitted, our installer will give you your In-Home display and show you how to use it. They will also be able to give you energy saving advice to help you get the most out of your smart meter.

Finally, they will run through an installation checklist with you and give you the opportunity to ask any final questions and provide feedback on your experience.

Be assured our installer will treat your home with respect and will leave it the way they found it.

You will need to be home during the visit but don’t worry the whole installation process should only take between 1 to 2 hours. Our smart meter installer will keep you informed if it will take any longer.

To make sure you feel fully prepared, you can watch our installation video at scottishpower.co.uk/getready which takes you through the whole process step-by-step.