

Tailored Energy Advice for the Smart Install

Provide your customers with memorable tailored energy efficiency advice.

Over 30% of householders who had a smart meter installed in the second quarter of 2018 said they did not recall being offered energy efficiency advice.

The provision of tailored energy efficiency guidance during the smart meter installation is now a critical requirement of the Smart Meter Installation Code of Practice (SMICoP).

As a result, Energy Saving Trust have developed a unique energy advice mobile application to assist smart meter installers to provide tailored energy saving advice at the point of meter installation.

The app will enable you to offer tailored energy saving guidance that will help customers get the most from their smart meter and save energy in their home. It will also be co-branded with the Energy Saving Trust logo, emphasising that the advice is from a trusted, expert and independent organisation.

Energy advice that is meaningful and relevant and that comes from a trusted source, is more likely to be effective and therefore remembered.

With over 25 years' experience in offering expert, impartial energy saving advice to householders, Energy Saving Trust understands the challenges of providing clear, consistent, expert energy advice that's tailored to the customer.

Key Features

- ✔ Offline app compatible with iOS and Android devices
- ✔ Prioritisation of low cost/no cost energy saving advice
- ✔ Advice report emailed to customers to improve effectiveness and recall
- ✔ User interface unique and relevant to smart meter installation
- ✔ Supplier portal to retrieve customer data and monitor compliance

Benefits

- ✔ Ensure quality and consistency across your workforce, ensuring all installers provide advice to the same high standard
- ✔ Aid customer recall through the provision of memorable, meaningful and impactful advice
- ✔ Reduce burden on installers to be energy efficiency experts
- ✔ Collect data to confirm provision of tailored energy efficiency guidance

To find out more about the Smart Tailored Advice Tool, speak to someone in our team today: business@est.org.uk

