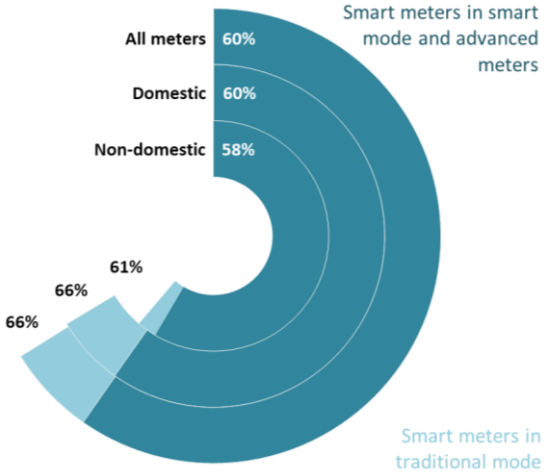
Smart Meter Statistics in Great Britain: Quarterly Report to end December 2024

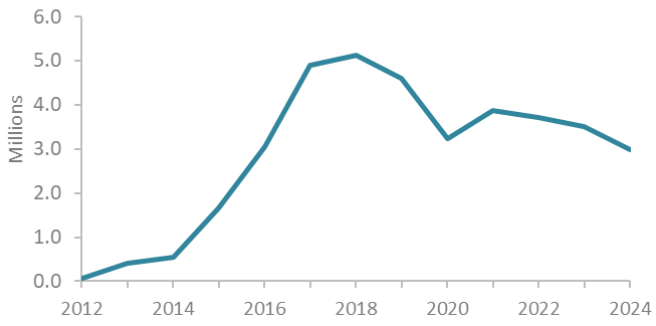
20 March 2025 **Official Statistics**

This report includes an update from large and small energy suppliers in the market in Great Britain. At the end of 2024, **38 million** smart and advanced meters were in homes and small businesses across Great Britain; **66%** of all meters are now smart or advanced meters, with 34 million operating in smart mode (60%).

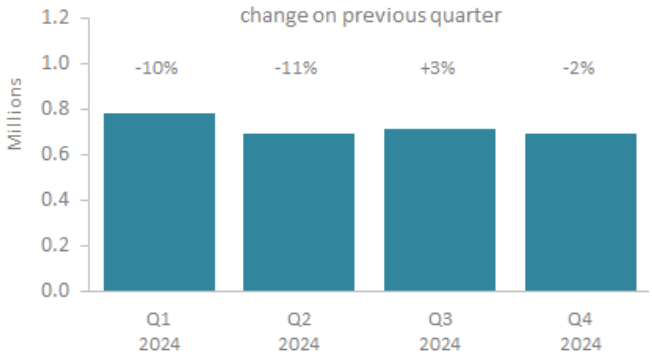


A total of 3.0 million smart and advanced meters were installed in 2024 by all energy suppliers, a decrease of 15% on installations in 2023. Quarterly statistics, reported by large energy suppliers (who represent over 95% of meters covered by the smart meter rollout) show that quarterly installation volumes declined in the first half of 2024 before stabilising in the second half.

Annual smart and advanced meter installations by all energy suppliers



Quarterly smart and advanced meter installations by large energy suppliers



What you need to know about these statistics:

This quarterly release includes information on the number of smart meters installed in domestic properties and smaller non-domestic sites by large energy suppliers in Quarter 4 (Oct to Dec) 2024, as well as the total number of meters operating on 31 December 2024. The report also includes annual information for small suppliers to the end of 2024.

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Next publication: 29 May 2025

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Introduction

This quarterly release presents statistics on the roll-out of smart meters in Great Britain. It reports the number of smart meters installed in domestic properties and smaller non-domestic sites during the fourth quarter of 2024 by large energy suppliers, as well as the total number of meters they operated on 31 December 2024. This release also includes small suppliers' installation activity during 2024, and meters operated at the end of 2024.

The replacement of traditional gas and electricity meters with smart meters is an essential national infrastructure upgrade for Great Britain that will help make our energy system cheaper, cleaner and more reliable. Smart meters are the next generation of gas and electricity meters and offer a range of intelligent functions. For example, they can tell customers how much energy they are using in pounds and pence through an In-Home Display (IHD). This information helps customers manage their energy use, save money and reduce emissions. Smart meters communicate automatically with energy suppliers, which avoids manual meter reads and provides customers with accurate bills. Smart meters also support the transition to a low-carbon energy system by unlocking new approaches to managing demand. Products such as smart 'time of use' tariffs incentivise consumers to save money by using energy away from peak times and enable technologies such as electric vehicles and smart appliances to be cost-effectively integrated with renewable energy sources.

The successful delivery of smart metering benefits depends upon coordinated effort from a wide range of organisations. The Smart Metering Implementation Programme is led by the Department for Energy Security & Net Zero, regulated by the Office of Gas and Electricity Markets (Ofgem), and delivered by energy suppliers.

In 2012, ahead of the national smart metering communications infrastructure being in place, the Government defined a standard, known as SMETS1 (Smart Metering Equipment Technical Specification version 1), to ensure minimum common functionality and to stop the variability in the smart-type meters which some energy suppliers were already installing at that time. This was important to ensure a consistent consumer experience and for these meters to be later enrolled into the communications network and made interoperable between all energy suppliers.

The majority of SMETS1 meters have moved onto the national communications network, run by the Data Communications Company (DCC), so that consumers regain and keep smart services if they switch supplier. Meters are being enrolled remotely, without consumers needing to take any action, and priority is being given to those which have temporarily lost smart functionality (these meters are referred to as "operating in traditional mode"). SMETS2 (Smart Metering Equipment Technical Specification version 2) meters are connected to the DCC's network from the point of installation, so are already compatible between energy suppliers.

The next quarterly release is planned for publication on 29 May 2025.

Meters in operation

A list of the data tables (1, 3, 5, 7 & 8) that complement the meters in operation statistics can be found in the Accompanying tables section of this report. All accompanying tables show unrounded statistics[1]

At the end of 2024, there were 38 million smart and advanced meters in homes and small businesses across Great Britain (Table 1), of which 14 million were SMETS1, 23 million SMETS2 and 1.3 million advanced meters (Table 7) [2,3,4].

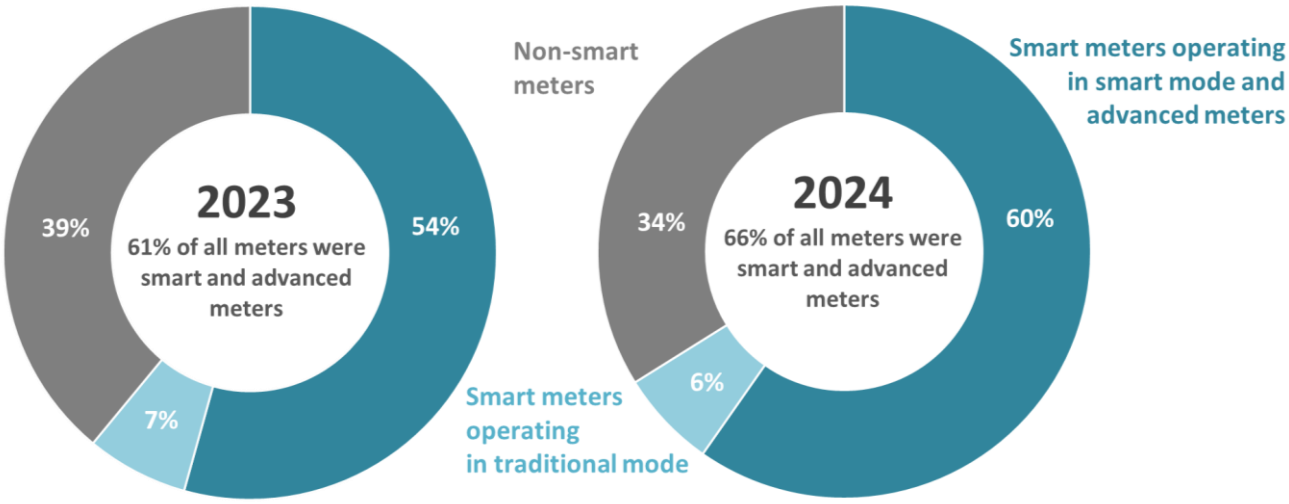
Table 1: Thirty-eight million smart and advanced meters were operating at end of 2024
Great Britain, to end 2024

		Large Suppliers[4]	Small Suppliers[4]	Total[4]
Smart (smart mode) and advanced meters	Domestic meters	32,038,000	375,000	**34,320,000**
	Non-domestic meters	1,216,000	691,000	
Smart (traditional mode)	Domestic meters	3,524,000	60,000	**3,673,000**
	Non-domestic meters	67,000	23,000	
Total		**36,845,000**	**1,149,000**	**37,993,000**

Source: Energy Suppliers reporting to Department for Energy Security & Net Zero (See Table 5 in Data Tables)

Of the 38 million total smart and advanced meters, **34 million** were either smart meters operating in smart mode or advanced meters. This now means that **60%** of all meters were smart in smart mode or advanced meters; and 6.4% are smart meters operating in traditional mode. In total, at the end of 2024, 66% of meters operating were smart and advanced meters; a 5.2 percentage point increase from the end of 2023 (Figure 1).

Figure 1: Sixty-six per cent all meters in operation at the end of 2024 are smart and advanced meters
Great Britain, meters operated by all energy suppliers
End 2023 and end 2024



Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 5 in Data Tables)

[1] Commentary presented in this report shows volumes rounded to two significant figures; percentages are also rounded on the same basis; however, they are calculated using unrounded statistics found in the data tables.
[2] This includes updated data from both large and small suppliers to the end of the year.
[3] See Technical Information section for information on how data for energy suppliers is collated.
[4] Note, statistics presented are independently rounded. This means the sum of their components may differ from the totals.

The statistics on the number of smart meters in operation are further split by operating mode (shown in Table 1). Smart meters can temporarily operate in traditional mode for several reasons including:

- customers switching to suppliers currently unable to operate the meter in smart mode,
- meters being unable to communicate via the wide area network at the point of reporting,
- installed meters yet to be commissioned (e.g., in new build premises).

At the end of 2024, over 90% of all smart meters were operating in smart mode, with the remainder operating in traditional mode; a 1.3 percentage point increase on the position at the end of 2023 (89%).

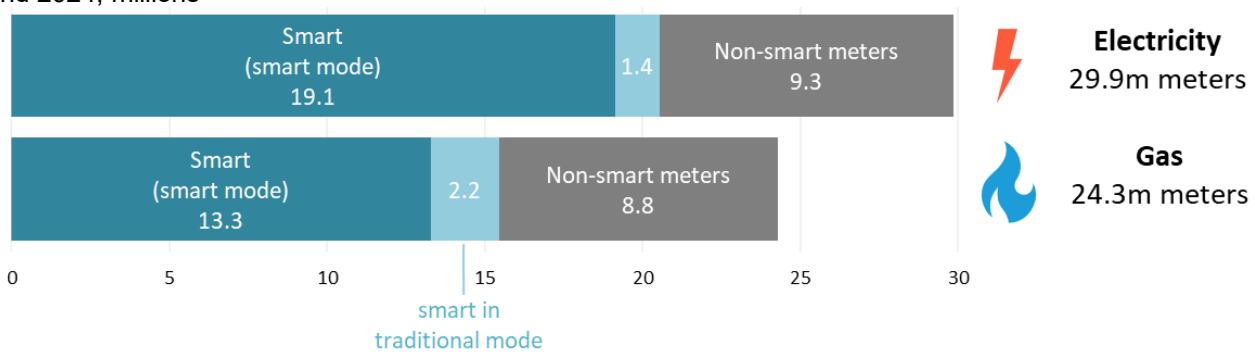
Operational meters in domestic properties

Collectively across both large and small energy suppliers, there were 36 million smart meters in domestic properties in Great Britain at the end of 2024, two-thirds (66%) of all domestic meters. Of all domestic meters, 60% were smart meters operating in smart mode (Figure 2).

Figure 2: Sixty per cent of all domestic meters were smart meters operating in smart mode

Great Britain, domestic meters operated by all energy suppliers

End 2024, millions



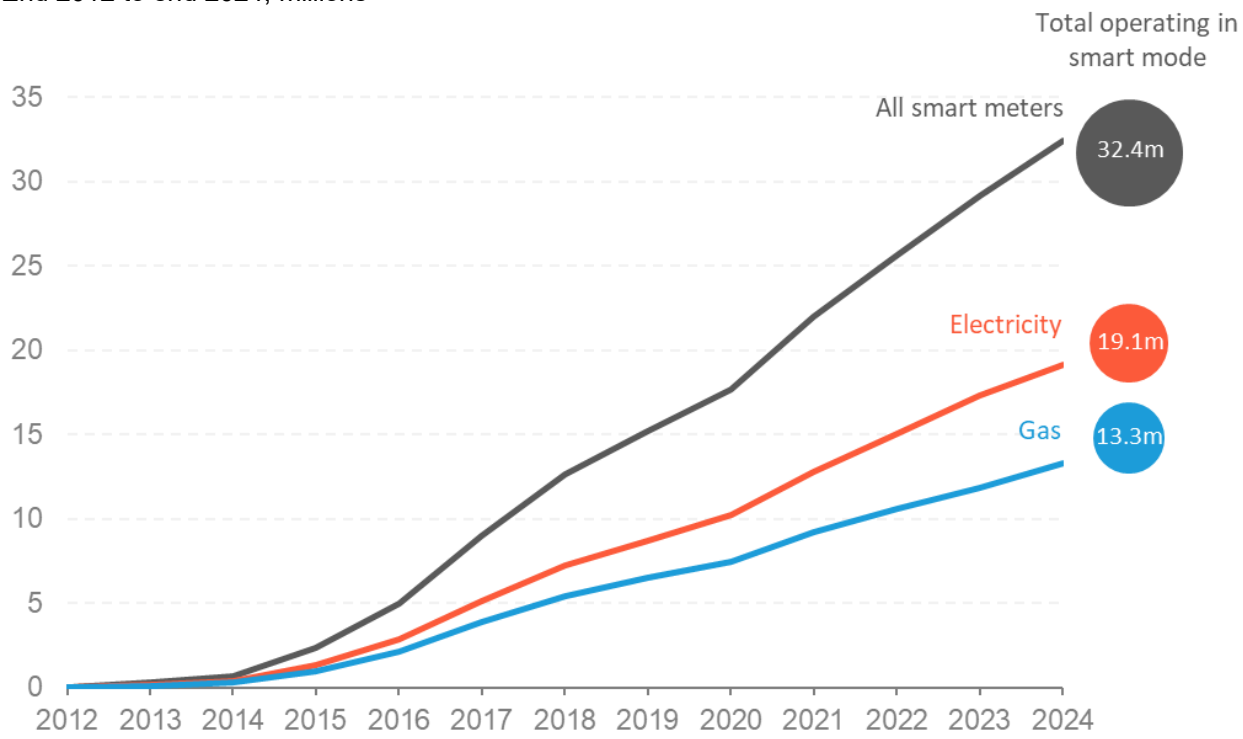
Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 5 in Data Tables)

The annual increase in smart meters operating in smart mode is shown in Figure 3. The latest figures show that over 32 million domestic smart meters in smart mode were operated by all energy suppliers, up by 11% from the number at the end of 2023.

Figure 3: Domestic smart meters operating in smart mode increased to over 32 million at the end of 2024

Great Britain, domestic smart meters operated in smart mode by all energy suppliers

End 2012 to end 2024, millions



Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 5 in Data Tables)

Table 2 shows 12.1% of all domestic smart meters were in prepayment mode at the end of 2024, broadly in line with the levels of prepayment meters in the whole domestic market (12.6%) and consistent with previous years. The proportion of both smart meters in prepayment mode and all domestic meters that are prepayment has fallen over time, with the proportions at end 2024 the lowest reported as part of this time series.

Table 2: Twelve per cent of domestic smart meters are in prepayment mode, broadly in line with prepayment meters in the domestic market

Great Britain, domestic prepayment meters operated by all energy suppliers

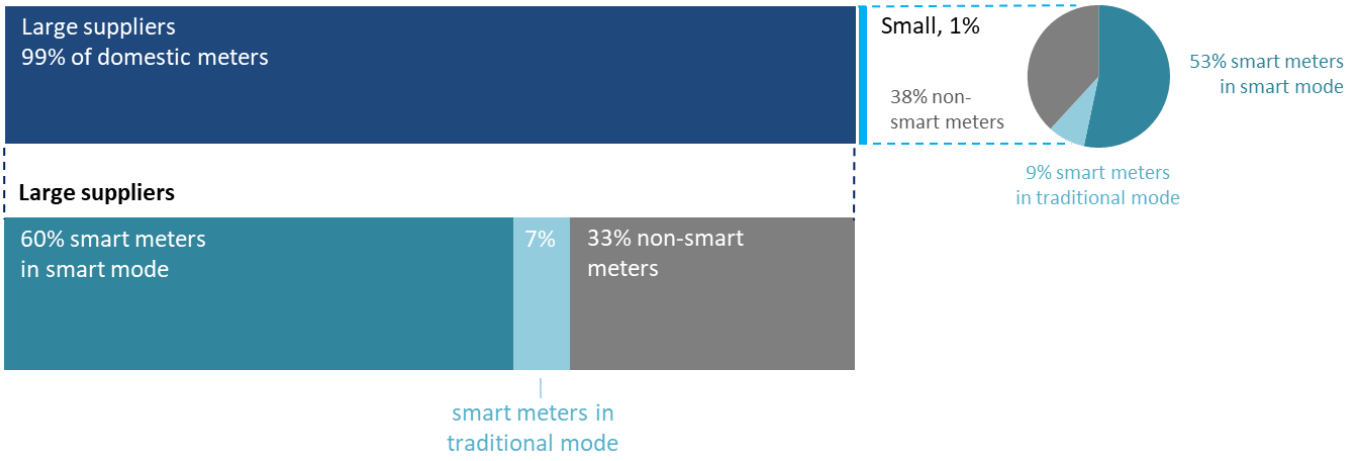
End 2020 to end 2024, percentage

	PPM coverage in the domestic market	
	all domestic	smart meters only
2020	14.3%	13.8%
2021	13.8%	12.8%
2022	13.9%	12.9%
2023	13.4%	12.8%
2024	12.6%	12.1%

Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 8 in Data Tables)

Large energy suppliers continue to operate 99% of domestic meters at the end of 2024, 67% of which were smart meters (Figure 4). Of these smart meters operated by large suppliers, over 90% were operated in smart mode, a 1.4 percentage point increase since the end of 2023. In contrast, small suppliers, who operate a very small proportion of the domestic market, had a smaller proportion of their smart meters operating in smart mode (86%). This is an increase of 3.7 percentage points since the end of 2023.

Figure 4: Ninety-nine per cent of domestic meters continue to be operated by large suppliers
Great Britain, domestic meters by all energy suppliers
End 2024

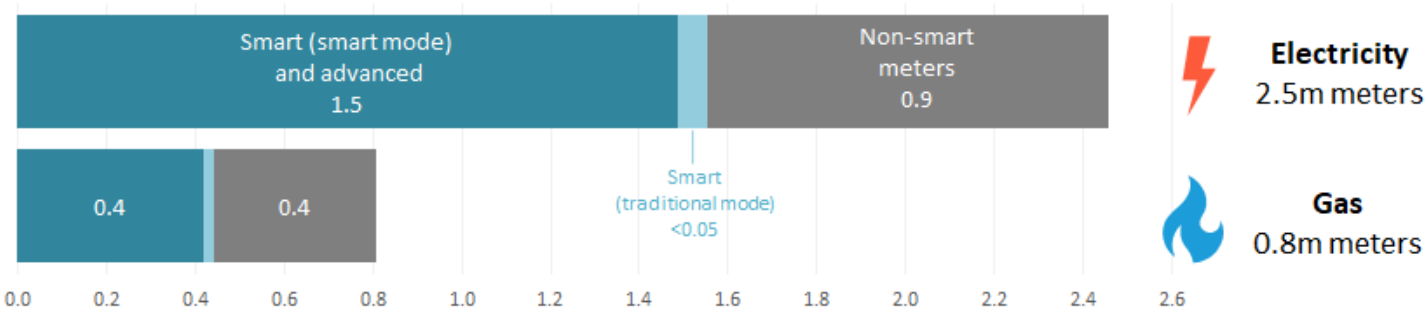


Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 5 in Data Tables)

Operational meters in smaller non-domestic sites

Collectively across both large and small energy suppliers, there were 2.0 million smart and advanced meters in non-domestic sites in Great Britain at the end of 2024; 61% of all non-domestic meters (Figure 5).

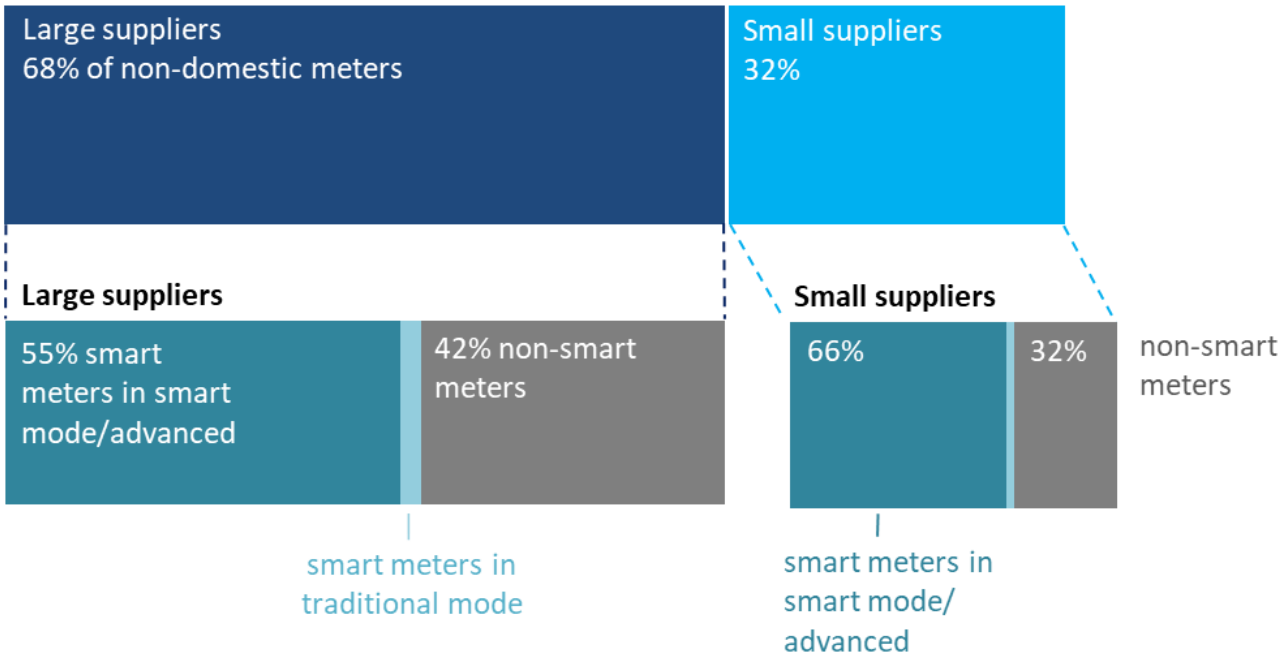
Figure 5: Fifty-eight per cent of non-domestic meters are smart meters operating in smart mode or advanced meters
Great Britain, non-domestic meters operated by all energy suppliers
End 2024, millions



Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 5 in Data Tables)

Figure 6 illustrates that large energy suppliers operate 68% of non-domestic meters, lower than the equivalent proportion for the domestic sector at the end of 2024. The latest statistics also show small suppliers market share of the non-domestic sector has been increasing year-on-year since 2019 (a 14-percentage point increase over this period). Of these meters, 66% were smart meters operating in smart mode or advanced meters. In comparison, the proportion for large suppliers, who supply the remainder of the non-domestic sector, was lower (55%).

Figure 6: A larger proportion of meters operated by small suppliers are smart or advanced meters compared to large suppliers, in the non-domestic sector
Great Britain, non-domestic meters operated by all energy suppliers
End 2024



Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 5 in Data Tables)

Meters installed

A list of the data tables (2, 4 & 6) that complement the meters installed statistics can be found in Accompanying tables section of this report. All accompanying tables show unrounded statistics[5]

A total of **3.0 million** smart and advanced meters were installed in 2024, with 97% installed by large suppliers and 3.3% by small suppliers. Overall, installation levels decreased by 15% compared to 2023 (Figure 7); electricity installations decreased slightly more than gas installations (16% versus 13%). Movement of suppliers between the large and small classification, along with the impacts of the Supplier of Last Resort scheme (Technical Information) mean changes in the relative contributions of large and small suppliers over time are not comparable.

Figure 7: Smart and advanced meter installations in 2024 decreased by 15 per cent on 2023

Great Britain, smart and advanced meters installed by all energy suppliers

2012 to 2024, millions

Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 6 in Data Tables)

Meters installed in domestic properties

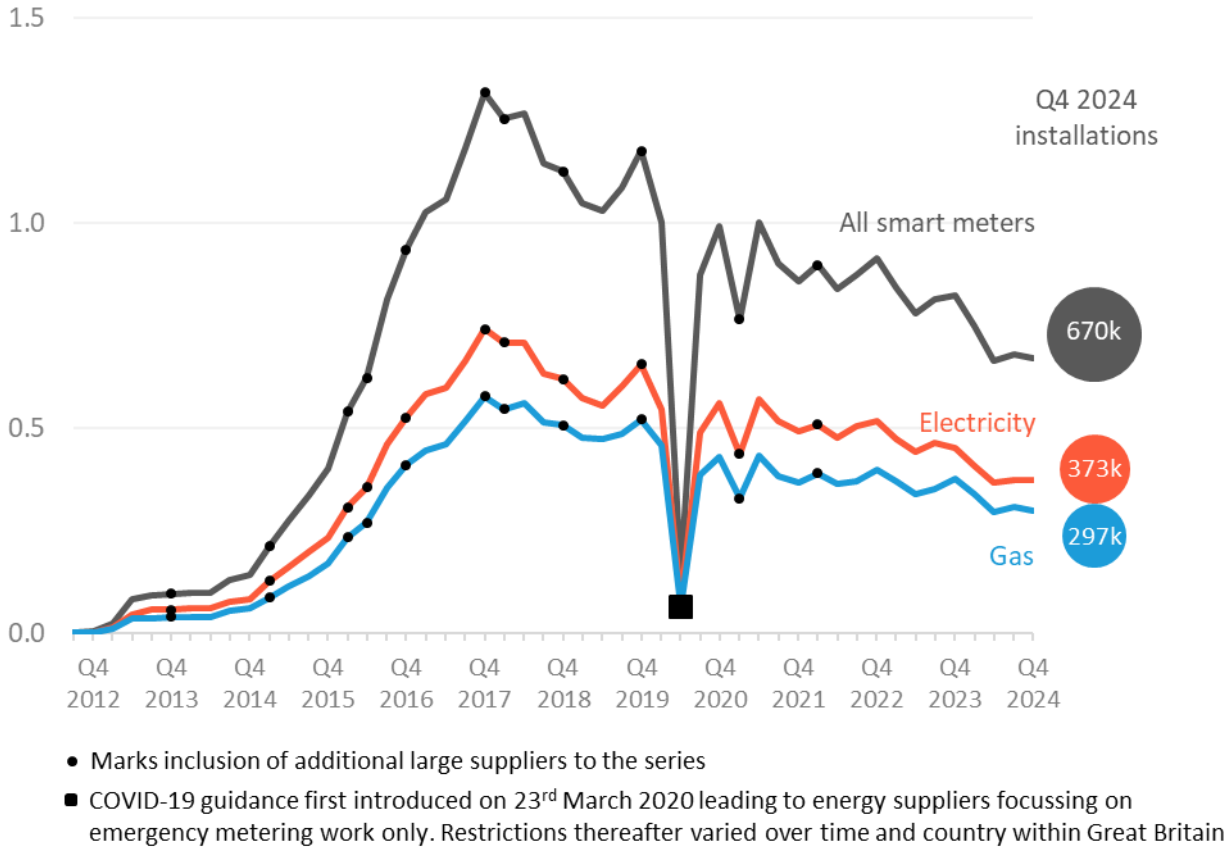
In 2024, a total of 2.8 million smart meters were installed in domestic properties, of which the majority (99%) were installed by large suppliers and the remainder by small suppliers. In total, domestic installations have decreased by 15% compared to 2023. Figure 8 shows quarterly installation activity by large energy suppliers over the course of the smart meter rollout. Domestic installations in the first two quarters of 2024 were 4.3% higher than the second half of the year, with gas higher than electricity installations (4.9% versus 3.7%). In Q4 2024

[5] Commentary presented in this report shows volumes rounded to two significant figures; percentages are also rounded on the same basis; however, they are calculated using unrounded statistics found in the data tables.

670,000 smart meters were installed, a 1.6% decrease on the previous quarter and a 19% decrease on the same quarter during 2023.

Figure 8: Quarter 4 2024 domestic smart meters installed by large energy suppliers remains broadly consistent with the previous quarter

Great Britain, domestic meters installed by large energy suppliers
Q3 2012 to Q4 2024, millions



Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 2 in Data Tables)

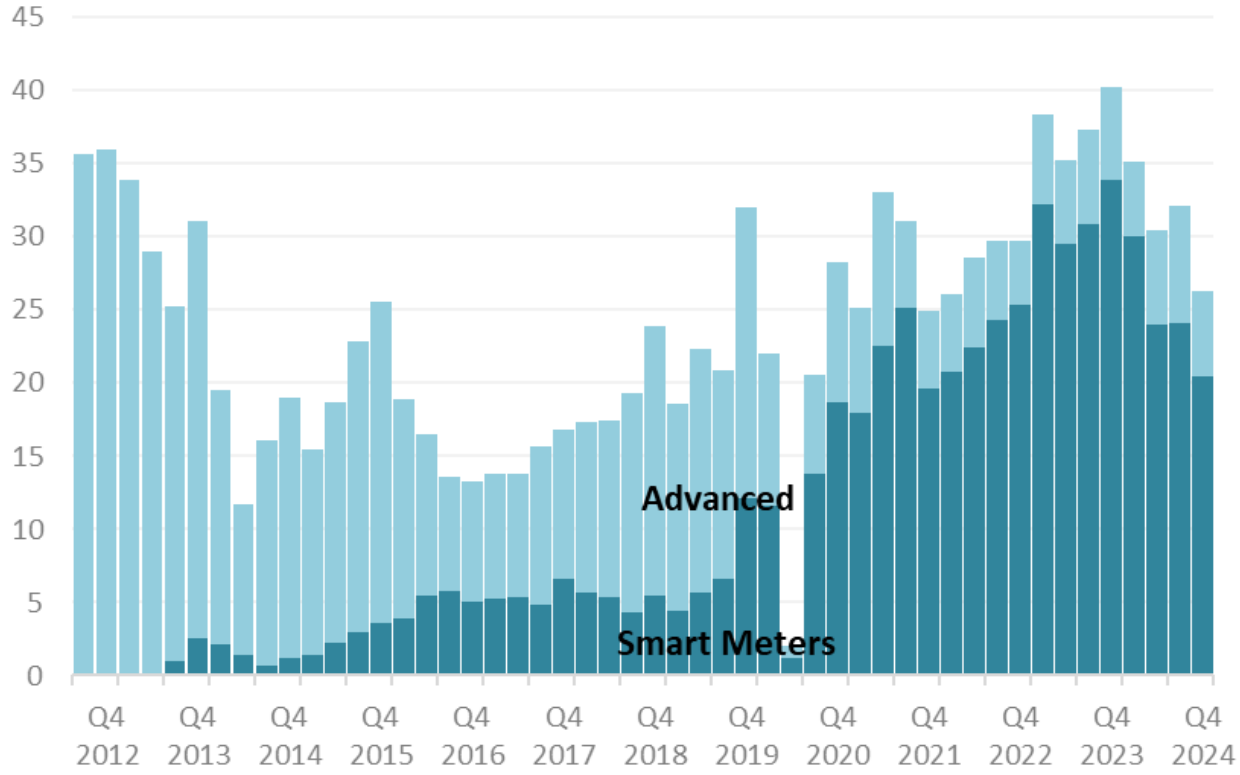
Meters installed in smaller non-domestic properties

In 2024, 184,000 smart and advanced meters were installed in smaller non-domestic sites by all energy suppliers in Great Britain; a decrease of 11% on activity during 2023. Of the total number of non-domestic installations during 2024, 124,000 (68%) were installed by large suppliers and 59,000 (32%) by small energy suppliers. Most non-domestic installations during 2024 were electricity meters (74%), this is higher than the overall proportion of non-domestic meters which are electricity meters (61%).

Figure 9 shows quarterly installation activity by large energy suppliers over the course of the smart meter rollout. Quarterly statistics on non-domestic installations shows advanced meter installations (mostly gas) increased by 20% in the second half of 2024 to 14,000 compared to the first half. In contrast, smart meter installations (mostly electricity) decreased by 18% to 45,000. Overall, this resulted in an 11% decrease in non-domestic installations in the second half of the year compared to the first half. During Q4 2024, there were **26,000** smart and advanced meter installations, 18% lower compared to Q3 2024 and 34% lower compared to the same quarter in 2023.

Figure 9: During Quarter 4 2024, nearly eight in ten smart/advanced meters installed at non-domestic sites were smart meters

Great Britain, non-domestic meters installed by large energy suppliers
Q3 2012 to Q4 2024, thousands



Source: Energy Suppliers reporting to Department for Energy Security & Net Zero. (See Table 4 in Data Tables)

Accompanying tables

The following tables are available in two formats[6] on the department's statistics website https://www.gov.uk/government/collections/smart-meters-statistics:

Quarterly – Large Supplier Data

1 Number of domestic meters operated by large energy suppliers at end of each quarter, by fuel and meter type.
2 Number of domestic smart meters installed by large energy suppliers during each quarter, by fuel type.
3 Number of non-domestic meters operated by large energy suppliers at end of each quarter, by fuel and meter type.
4 Number of non-domestic smart and advanced meters installed by large energy suppliers during each quarter, by fuel type.

Annual – Large and Small Supplier Data

5 Number of meters operated by large and small energy suppliers at end year point, by fuel and meter type.
6 Number of smart and advanced meters installed by large and small energy suppliers each year, by fuel type.
7 Number of smart and advanced meters operated by all energy suppliers and across all sectors at end of each year, by meter type.
8 Number of prepayment meters across the domestic market and within the domestic smart meter market.

[6] Excel (.xslx) and Open Document Spreadsheet (.ods)

Technical information

The first statistical report on the Smart Meter roll-out was published in Q2 2013 for large energy suppliers. Subsequent reports are published on a quarterly basis. Annual small supplier data was published alongside large supplier data for the first time for Q4 2015[7]. The data is received by Department for Energy Security & Net Zero one month after the end of each reporting period. It undergoes quality assurance before being combined to provide an industry-level estimate, protecting commercial sensitivity. The data used in this report includes the number of meters installed in each period, while the number of meters in operation is calculated at the end point.

In addition to receiving the latest reporting data from energy suppliers, we continuously work with them to improve the quality of our statistics. Sometimes, for example, after a change in their reporting or management systems, energy suppliers may update past information when it comes to light that previously supplied information was not correct.

Energy supplier data is cross-checked against external administrative data sources such as ElectraLink, DCC and Xoserve. In previous years these data sources have also been used for estimating installation activity and meters in operation for suppliers who have exited the market. A recent example of this was during 2021, when 23 small energy suppliers exited the market between August and December 2021.

Table 3: Suppliers transitioning to large supplier classification[8]

Supplier	Added	Removed	Detailed information (where applicable)
Utility Warehouse	Q4 2013		
Shell Energy Retail	Q1 2015		Previously known as First Utility
OVO	Q1 2015		
Utilita	Q1 2016		
Extra Energy	Q2 2016	Q4 2017	Transitioned to small supplier classification
Co-operative Energy	Q4 2016	Q4 2019	Bought by Octopus Energy in 2019
Economy Energy	Q4 2017	Q1 2019	Ceased trading, customers transitioned to OVO Energy
Just Energy (previously Hudson Green Star)	Q4 2017	Q4 2020 Q4 2021	Domestic business bought by Shell Energy Retail Q4 2020. Nondomestic Shell Energy UK transitioned to small supplier group
Bulb	Q1 2018	Q2 2023	Ceased trading, customers transitioned to Octopus Energy
Octopus Energy	Q4 2018		
Avro Energy	Q4 2019	Q3 2021	Ceased trading, customers transitioned to Octopus Energy
Green Network Energy	Q4 2019	Q1 2021	Ceased trading, customers transitioned to EDF
Opus Energy	Q4 2019	Q1 2024	Transitioned to small supplier classification
People's Energy	Q4 2020	Q3 2021	Ceased trading, customers transitioned to British Gas
nPower		Q4 2020	Combined reporting with E.ON, following merger in 2019
E	Q4 2021		
So Energy	Q4 2021		Includes ESB
Shell Energy		Q2 2024	Ceased trading, customers transitioned to Octopus Energy

[7] Prior to this, data received from many of the small suppliers did not meet the quality standards required for publication.

[8] In addition to market exits, definition changes to the large supplier classification were made in the Smart Meters Targets Framework at the beginning of 2022 (see Definitions). This meant E. and So Energy transitioned into large energy suppliers.

As part of the methodology for these statistics, energy suppliers who have transitioned to large supplier classification will have their meters in operation moved into the large supplier statistics in the Q4 release. To avoid disclosing individual supplier information, their installation activity is then reported in the following quarter's release (Q1).

Before Q1 2016, meters installed under the mandate by energy suppliers before they transitioned to large suppliers were included within the historic installation estimates for large suppliers. This ensured that reported totals installed to date by large energy suppliers were as accurate as possible. Following the introduction of small supplier statistics in Q4 2015, this was no longer needed. Historic installation totals for transitioning suppliers remain in the small supplier totals reported on at the end of the previous calendar year.

Energy Suppliers included in this report

11 Large Energy Suppliers:

British Gas	EDF Energy	Scottish Power	Utilita
E	Octopus Energy	So Energy	Utility Warehouse
E.ON Next	OVO	SSE Energy Solutions	

43 Small Energy suppliers at the end of 2024:

1. 100Green
2. Clear Business (previously Verastar)
3. Brook Green Supply
4. Bryt Energy
5. Corona Energy
6. Crown Gas & Power
7. D-ENERGi
8. DPG Energy (previously Delta Gas & Power)
9. Dodo Energy
10. Drax Energy Solutions Limited
11. Dyce Energy
12. Ecotricity
13. ENGIE
14. Evolve Energy (BPG Energy)
15. Farringdon
16. Opal
17. Opus Energy
18. Outfox the Market
19. Fuse Energy
20. Good Energy
21. Home Energy
22. Jellyfish Energy (previously Switch Business Gas and Power)
23. Marble Power
24. Maxen Power
25. National Gas
26. P.E Solutions (previously Pozitive Energy)
27. Rebel Energy
28. Shell Energy Business UK
29. Regent Gas
30. Ruby Energy (previously BES Utilities)
31. SEFE Energy
32. SmartestEnergy
33. SmartestEnergy Business Limited
34. Square1 Energy
35. Squeaky Clean Energy
36. Tomato Energy Limited
37. TotalEnergies Gas and Power
38. Tru Energy
39. Unify Energy
40. United Gas & Power
41. Valda Energy
42. Yorkshire Gas & Power
43. Yü Energy

Definitions

Advanced meters	Advanced meters must, at minimum, be able to store half-hourly electricity and hourly gas data, to which the non-domestic customer has timely access and the supplier has remote access.
DCC	Data Communications Company (DCC) - the holder of the Smart Meter communication licence, Smart DCC Ltd. The DCC Licence was awarded under section 7AB of the Gas Act 1986, and section 5 of the Electricity Act, each allowing Smart DCC Ltd to undertake the activity of providing a Smart Meter communication service.
Domestic properties	Properties where the customer is supplied with electricity or gas, wholly or mainly for domestic purposes
IHD	In-Home Display (IHD) - an electronic device paired to the Smart Metering System, which provides near real-time information on a consumer's energy consumption
Large energy suppliers	From 2022 Supply gas and/or electricity to at least 150,000 metering points irrespective of domestic/non-domestic market Pre-2022 Supplying either gas or electricity to at least 250,000 metering points. An energy supplier need only supply 250,000 domestic or non-domestic customers a single fuel to be classed as a large energy supplier (e.g. an energy supplier supplying gas to 250,000 domestic customers and no electricity or non-domestic customers is a large energy supplier). Note that up to Q3 2019, large suppliers were defined by domestic customers only.
Non-smart meters	All meters which are not smart (or advanced for non-domestic) meters
Ofgem	Office of Gas and Electricity Markets (Ofgem) - the Government regulator for the electricity and downstream natural gas markets in Great Britain
Small energy suppliers	From 2022 Supply gas and/or electricity to less than 150,000 metering points irrespective of domestic/non-domestic market Pre-2022 Supplying either gas or electricity to less than 250,000 metering points.
Smaller non-domestic sites	Business or public sector customers whose sites use low to medium amounts of electricity (Balancing and Settlement Code Profile Classes 1, 2, 3 or 4) or gas (using less than 732MWh of gas per annum)
Smart meter	Compliant with the Smart Meter Equipment Technical Specification (SMETS) and has functionality such as being able to transmit meter readings to energy suppliers and receive data remotely
SMETS1	Smart Metering Equipment Technical Specification version 1 (SMETS1) - the first version of the Smart Metering Equipment Technical Specification which was designated by the Secretary of State
SMETS2	Smart Metering Equipment Technical Specification version 2 (SMETS2) - the second version of the Smart Metering Equipment Technical Specification which was designated by the Secretary of State
Smart meters operating in traditional mode	When a smart meter loses smart functionality and needs to be read manually it is in "traditional mode". This can also temporarily happen for other reasons including: • customers switching to suppliers currently unable to operate the meter in smart mode, • meters being unable to communicate via the wide area network at the point of reporting, • installed meters yet to be commissioned (e.g., in new build premises).

Further information

Future updates to these statistics

The next quarterly publication is planned for publication on 29 May 2025. The content and format of the quarterly smart meters statistical report is open to review and will seek to include more relevant information as it becomes available. The format and context may be subject to change in future versions.

Related statistics

Further information can be found on the webpage.

The figures within this publication series represent a large sub-set of meters found in other Departmental consumption statistics.

Sub-national gas and electricity consumption statistics

This publication provides estimates of annual electricity and gas consumption below national level. Latest estimates are for 2023 covering GB, the data for 2024 is due to be published in December 2025 (provisional).

Digest of UK Energy Statistics (DUKES)

DUKES contains annual data on production and consumption of overall energy and of the individual fuels in the United Kingdom. Also includes a commentary covering all the major aspects of energy and gives a comprehensive picture of energy production and use over the last five years with key series back to 1970.

National Energy Efficiency Data-Framework (NEED)

The National Energy Efficiency Data-Framework (NEED) was set up to provide a better understanding of energy use and energy efficiency in domestic and non-domestic buildings in Great Britain. The data framework matches gas and electricity consumption data, collected for BEIS sub-national energy consumption statistics, with information on energy efficiency measures installed in homes, from the Homes Energy Efficiency Database (HEED), Green Deal, the Energy Company Obligation (ECO) and the Feed-in Tariff (FIT) scheme. It also includes data about property attributes and household characteristics, obtained from a range of sources.

Revisions policy

The Department for Energy Security & Net Zero statistical revisions policy sets out the revisions policy for these statistics, which has been developed in accordance with the UK Statistics Authority Code of Practice for Statistics.

Uses of these statistics

The data associated with this release is used in internal analysis to help form policy decisions and is also used by industry to monitor trends in the roll-out. The data within and associated with this publication are also used to answer Parliamentary questions and Freedom of Information requests.

User engagement

Users are encouraged to provide comments and feedback on how these statistics are used and how well they meet user needs. Comments on any issues relating to this statistical release are welcomed and should be sent to: smartmeter.stats@energysecurity.gov.uk

The Department for Energy Security & Net Zero statement on statistical public engagement and data standards sets out the department's commitments on public engagement and data standards as outlined by the Code of Practice for Statistics.

Pre-release access to statistics

Some ministers and officials receive access to these statistics up to 24 hours before release. Details of the arrangements for doing this and a list of the ministers and officials that receive pre-release access to these statistics can be found in the Department for Energy Security & Net Zero statement of compliance with the Pre-Release Access to Official Statistics Order 2008.

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This publication is available from: https://www.gov.uk/government/collections/smart-meters-statistics

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