

# About your new meter.

Power in your hands.



## Your new meter allows you to access detailed information online about your electricity usage.

This helps you make more informed choices about how and when you use electricity, including opportunities to reduce your bill.

Your new meter sends usage data back to your ActewAGL account, which you can see any time by logging on to [my.actewagl.com.au](https://my.actewagl.com.au)

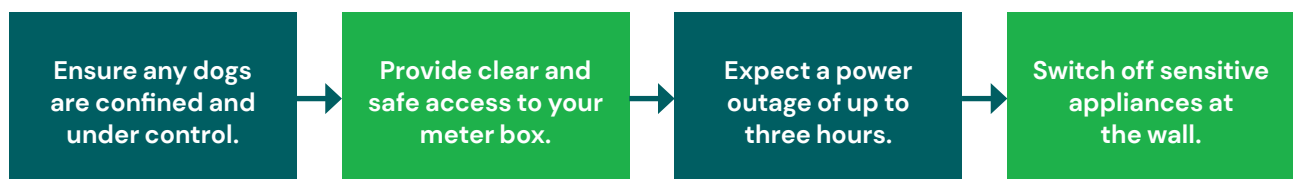
## LIFE SUPPORT EQUIPMENT

If you or a person in your household is reliant on life support equipment, please make the necessary arrangements for the duration of the power interruption during the new meter installation.

It is a requirement that someone is in attendance when the contractors are on site to ensure the safety of the life support recipient.

Please note that work will not proceed if there is no one at the site. For more information to help you prepare visit [actewagl.com.au/life-support](https://actewagl.com.au/life-support)

## PREPARING FOR INSTALLATION DAY



## IMPORTANT TO NOTE FOR ACT PREMISES

The installation won't be able to go ahead if you have aerial powerlines attached to an overhead connection point at your premises and there's damage to your timber barge board. If you notice the barge board is old or needs repair, call us on **1300 815 815** and we'll walk you through next steps and delay your electricity meter replacement. For more information on barge boards, visit: [evoenergy.com.au/poa](https://evoenergy.com.au/poa)

## YOUR METER INSTALLATION

1.	ActewAGL will notify you of the date of your new meter installation.
2.	Unless someone at the premises is on life support equipment, or there are access issues to your premises, no one needs to be home. If we visit your premises and you're not there, a card will be left advising if the work was able to be completed and the details of the technician.
3.	<p>Provide clear and safe access to:</p> <ul style="list-style-type: none"><li>• The work site, preferably from the front door of your premises along a driveway or grass passageway.</li><li>• The meter box and ensure all padlocks are removed.</li><li>• Main switch. If this inside you will have to be home.</li><li>• Point of attachment (where the overhead powerlines are attached to your house) or point of entry (for underground power connections), which may be in your backyard.</li></ul> <p>Please ensure any gates are unlocked, sensitive appliances are switched off at the wall and ensure any pets are confined to elsewhere on the property.</p>
4.	<p>The scheduled installation may change in the event of unforeseen circumstances or weather.</p> <p>In this case we'll contact you to reschedule your installation. If additional work is required (e.g. your meter board requires an upgrade or we find asbestos) work will not be completed and we will notify you.</p>
5.	After the installation you will be informed that your new meter is installed, or if more works are required by a notice in your letterbox.

## NEW METER AND NEW PRICING PLAN

Once your new meter is installed you may be placed on a new pricing plan. This means your charges may be different.

Learn more about ActewAGL's pricing plans including pricing examples at [actewagl.com/prices](http://actewagl.com/prices)

## TRACK YOUR USAGE

Once your new meter is up and running, you can log into your account at [my.actewagl.com.au](http://my.actewagl.com.au) and start tracking your electricity usage history.



Learn more about ActewAGL's demand pricing plan at [actewagl.com.au/new-meter](http://actewagl.com.au/new-meter)

## NEW METER FAQs

<b>Why am I getting a new meter?</b>	ActewAGL is required to install new meters for all new properties and replacement meters.
<b>What are the benefits of a new meter?</b>	<p>Your new meter will record your actual usage at regular intervals throughout the day, helping you to better understand how and when you use electricity. By accessing this information at <a href="https://my.actewagl.com.au">my.actewagl.com.au</a>, you can make informed choices about your electricity use—which could save you money.</p> <p>Your new meter is digital and can be read remotely. Currently, most homes and small businesses have traditional analogue meters, which require a visit from a meter reader to be read.</p>
<b>Are the new meters safe?</b>	Yes, all meters are required to meet Australian Safety Standards. You can find out more information at the Australian Energy Regulator’s website: <a href="https://aer.gov.au/consumers/my-energy-service/smart-meters">aer.gov.au/consumers/my-energy-service/smart-meters</a>
<b>Can I opt out of getting a new meter?</b>	ActewAGL is required to install new meters for all new properties and replacement meters. If your meter replacement is as a result of a fault, you are unable to opt out of a meter exchange. You can ask us to disable the communications function in the new meter which is used for remote meter reading. If you choose to have the communications disabled, there will be additional costs associated with visiting your property to undertake manual meter reads. You can find out more information at the Australian Energy Regulator’s website: <a href="https://aer.gov.au/consumers/my-energy-service/smart-meters">aer.gov.au/consumers/my-energy-service/smart-meters</a>
<b>I’m building a new development and need to organise a new meter, what do I need to do?</b>	<p>If you require a new connection, the process is simple:</p> <ol style="list-style-type: none"><li>1. Your builder must liaise with the distributor, as per the normal process.</li><li>2. Your builder must complete our <i>New Meter Connection Form</i>.</li><li>3. We’ll notify you via email regarding next steps once your application has been submitted.</li></ol> <p>For multi-occupancy and medium density developments please contact us directly on <b>1300 815 815</b> and we’ll organise a dedicated ActewAGL business account manager to assist with the procurement and installation process of your meters.</p>
<b>When will my meter upgrade take place?</b>	<p>If you require a new or replacement meter, you’ll receive a notification from us advising the date for your installation.</p> <ol style="list-style-type: none"><li><b>1. For a new site</b> A new meter will be installed within six business days or on an agreed date once:<ul style="list-style-type: none"><li>• All required electrical and distributor work is completed.</li><li>• All required inspections are complete. This must include the placement of an Access Canberra approval sticker in the meter board (ACT only).</li><li>• Notification of the completion of the two points above via <a href="mailto:meterinstallations@actewagl.com.au">meterinstallations@actewagl.com.au</a></li></ul></li><li><b>2. For an existing meter</b> An upgrade of an existing meter to a new meter (customer requested and faults), will be installed within 15 business days or on an agreed date.</li></ol>

<p><b>What happens during a meter upgrade?</b></p>	<p>Once our technician arrives at the address they'll notify any residents present in person.</p> <p>You will experience an electricity outage of up to three hours as work is undertaken and the required safety checks are conducted.</p> <p>We'll let you know once your meter is installed, or if more works are required, by leaving a notice with instructions in your letterbox on the day.</p>
<p><b>What work may be involved?</b></p>	<p>ActewAGL contractors may need to access your property to:</p> <ul style="list-style-type: none"> <li>• De-energise and re-energise the electricity supply.</li> <li>• Test or replace the meter or metering equipment.</li> <li>• Read your meter.</li> <li>• Undertake other work as may be necessary or desirable to maintain your meter.</li> </ul>
<p><b>Will there be any upfront charges?</b></p>	<p>There is no upfront cost to have the new meter installed. However in some instances you may be required to have additional work completed by an electrician before we can install your new meter. In this case, your meter won't be installed on the first visit and we will contact you to discuss next steps.</p>
<p><b>Should I unplug my electrical appliances?</b></p>	<p>ActewAGL recommends that you unplug any electrical appliances or devices at the power point. In particular, we recommend that you unplug items such as:</p> <ul style="list-style-type: none"> <li>• Computers, printers, scanners, modems, facsimiles, televisions, videos, DVDs, stereos, radios.</li> <li>• Three-phase equipment such as air conditioning systems and heat pumps.</li> <li>• Electronic doorbells, security cameras, refrigerators with electronic displays and any other sensitive appliances.</li> </ul> <p>If you have electronically-controlled garage doors, consider moving the vehicles you need to use before the electricity interruption. Also, if you have an electronic alarm system, it may be necessary to make alternative arrangements with your service provider. Interruption to the electricity supply will also affect your telecommunications equipment, such as answering machines, internet and cordless telephones. It may be easier for you to turn off your power at your main switch.</p>
<p><b>What if I'm on tank water and rely on an electric pump for household water?</b></p>	<p>If you rely on an electric pump, make sure you store enough water prior to the interruption for your household needs. This could include filling buckets of water for flushing toilets, bottles for drinking and your bath tub as a water reserve.</p>
<p><b>Will the food in my refrigerator and freezer spoil?</b></p>	<p>If the electricity supply is off, try to avoid opening refrigerators or freezers. Food will keep for many hours in an efficient fridge or freezer that is closed. In very hot weather, placing ice in a metal dish inside your refrigerator will help to keep it cold.</p>
<p><b>Can I connect a generator?</b></p>	<p>No. Do not connect a portable generator (or any other form of alternative supply) to the electrical wiring of your home or office, unless you have permission in writing from ActewAGL and a licensed electrical contractor has connected it.</p>
<p><b>Who can I call for more information about my meter installation?</b></p>	<p>You can call the Metering Team between 8am-5pm Monday to Friday AEST on 1300 815 815 or visit <a href="https://actewagl.com.au/meters">actewagl.com.au/meters</a></p>

Learn more about new meters at [actewagl.com.au/new-meter](https://actewagl.com.au/new-meter)

For more detail about how we manage your personal information, read our Privacy Statement at [actewagl.com.au/privacy](https://actewagl.com.au/privacy)