

# 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 in to [my.actewagl.com.au](https://my.actewagl.com.au) or downloading the **My.ActewAGL** mobile app.

## 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



## NOTE FOR ACT CUSTOMERS

Smart meters record electricity usage data according to Australian Eastern Standard Time (AEST). During daylight saving, electricity distributors manage the data differently. Evoenergy does not adjust the tariff times to align with daylight saving time, they remain at AEST. Customers in the ACT on a time-of-use tariff may want to consider aligning their electricity usage pattern to AEST during daylight saving.

In NSW, Essential Energy and Endeavour Energy adjust tariff times to align with Australian Eastern Daylight Time (AEDT).

You can check the times in the ACT or NSW standing offer pricing schedules at [actewagl.com.au/prices](https://actewagl.com.au/prices)

## 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 at 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>Please 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>the main switch - if it is 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 pets are confined elsewhere on the property.</p>
4.	<p>The scheduled installation date may change in the event of unforeseen circumstances or weather. 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, via a notice in your letterbox.

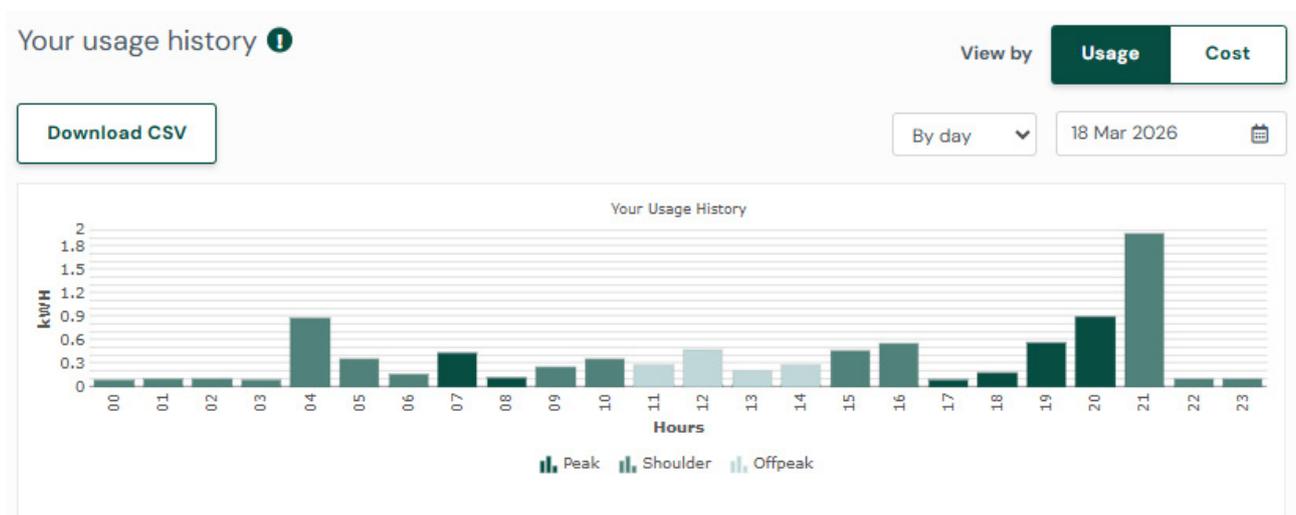
## NEW PRICING OPTIONS

Getting a new meter doesn't automatically change the way you are charged for electricity, but it does mean you can choose from a wider range of electricity plans and pricing structures. You can choose to move to another plan with a different pricing structure if it benefits you more. The data from the smart meter can help you determine if you'd be better off.

Learn more about ActewAGL's plans and pricing at [actewagl.com.au/prices](https://actewagl.com.au/prices). If you'd like to discuss your pricing structure options or change your plan, please call us on **13 14 93**.

## TRACK YOUR USAGE

Once your new meter is up and running, you can log in to [my.actewagl.com.au](https://my.actewagl.com.au) or use the **My.ActewAGL** mobile app and start tracking your electricity usage.



## NEW METER FAQs

<b>Why am I getting a new meter?</b>	ActewAGL is required to replace all basic meters with new smart meters under rules set by the Australian Energy Market Commission (AEMC).
<b>What are the benefits of a new meter?</b>	<p>Your new meter will record your actual usage at five-minute 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> or via the <b>My.ActewAGL</b> mobile app, 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, whereas old analogue meters need to be read by a meter reader.</p>
<b>Are the new meters safe?</b>	Yes, the Australian Communications and Media Authority (ACMA) mandates that they meet strict health and safety standards. You can find more information at <a href="https://acma.gov.au/our-rules-eme">acma.gov.au/our-rules-eme</a>
<b>Can I opt out of getting a new meter?</b>	No. Under the rules for the national smart meter rollout set by the Australian Energy Market Commission (AEMC), customers are unable to opt out of a new meter. 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 <a href="https://actewagl.com.au/smart-meter-rollout">actewagl.com.au/smart-meter-rollout</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 New Meter Connection Form.</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>Under the national rollout, old meters are being replaced in a planned way, area by area, with the aim of everyone having a smart meter by 2030. You can request a smart meter upgrade before the rollout reaches your area. You'll receive a notification from us advising the date for your meter installation.</p> <ol style="list-style-type: none"><li><b>1. For an existing meter</b> An upgrade of an existing meter to a new meter will be completed on an agreed date under the national rollout or within 20 business days following a request.</li><li><b>2. For a new site</b> A new meter will be installed within eleven 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></ol>

<p><b>What happens during a meter upgrade?</b></p>	<p>When a meter installer arrives at the address, they'll notify any persons present. You will experience an electricity outage of up to three hours as work is undertaken and the required safety checks are conducted.</p> <p>If no one is present, the installer will let you know the meter has been 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, televisions, videos, DVDs, stereos and 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 may 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 for household water, make sure you store enough water for your needs prior to the interruption of your electricity supply. 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 ActewAGL Metering Team between 8am–5pm Monday to Friday on 1300 815 815 or visit <a href="https://actewagl.com.au/metering">actewagl.com.au/metering</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)