

Advanced Interval Metering Trial

Frequently Asked Questions

1. What are you doing to my meter?

If selected to participate in the trial, your electricity meter will be changed to enable the trial of communications technology. Your current meter does not have the capability for remote communications and therefore we must change the meter to conduct the trial.

2. What is in it for me (the customer)?

The Government believes smart meters will allow:

- Consumers to better manage their electricity use;
- Electricity retailers to make innovative time-of-use price offers to suit consumers' needs; and
- Electricity distributors to better detect supply faults and respond to them more quickly.

Your participation in the trial is very much appreciated.

3. What do I do if there is a problem with either the meter or my electricity supply?

In the event of a problem with your electricity supply, call our 24 hour Supply Faults telephone number on 13 12 80 (CitiPower) or 13 24 12 (Powercor). If there is a problem with the meter itself please ring 1300 783 860 (CitiPower), or 1300 783 882 (Powercor), which are dedicated services supporting the trial project.

4. Will the new meter affect my bill?

No, the trial is focussed solely on testing new metering communications technologies. This trial has no impact on electricity prices or the way you are billed for electricity.

5. What happens if I move house during the trial?

Simply contact your nominated electricity Retailer to make arrangements for your current electricity account to be finalised. There are no additional requirements because of the trial.

6. Is the trial safe?

All the metering equipment being used is commercially produced and currently in use in many different parts of the world.

Where a billing meter is being replaced the new meter meets the current Australian Standards for electricity metering equipment. The Elster meter, being connected "in series" to the current billing meter, is widely used throughout both Canada and the USA.

7. What does it do that is different from the current meter?

Primarily, the new meter will allow us to trial technology to communicate remotely with the meter itself.

8. Are you checking up on me?

No, the purpose of the trial is to determine which communication technology is the most appropriate for an area like yours. Other technologies are also being trialled to determine the "best fit".

9. Will I be given the result of the trial once it's finished?

You will be notified when the trial is completed. In most cases your new meter will not be replaced again. A summary of the trial outcomes will be available on request.

10. Why is my meter being changed and not my neighbour's?

The purpose of the trial is to determine the best communications technology. All customers' properties are different and as such not all are suitable as a potential trial site.

11. Is there something wrong with my existing meter?

No, your current meter is being replaced because it does not have the capability to allow us to trial the remote communications technology. The new meter will have that capability.

12. How long will the meter be there?

Where the current billing meter is replaced the new meter will remain in place even when the trials have been completed.

The Elster "in series" connected meter will be removed when the trials have been completed.

13. Can I have it removed earlier if I don't like it?

In the unlikely event that the meter itself causes you a significant problem you can request the meter be removed.

14. Do I have to pay any extra for the new meter?

No, there is no cost for the installation of the trial meter and no additional charges associated with having the meter in place.

15. Where will it be installed?

Typically the new meter will be installed in the place of the old meter.

Elster meters being connected "in series" will be located as near as possible to the existing meter either on the existing meter board or on an additional board mounted adjacent to the existing board.