

## Smart Meter Installations for Commercial Customers

CitiPower and Powercor recognises that Commercial / industrial customers have special needs that need to be factored into our smart meter rollout program.

Our aim is to pro actively plan the meter exchange with these customers in order to minimise its impact on daily operations.

Our process initiatives include the identification of the Commercial/Industrial customers in pre program planning stages, specific customer notification and the offer of an appointment for the smart meter exchange.

CitiPower and Powercor's standard practice is to notify customers of a 10 day period during which the smart meter would be installed. The meter installation entails a supply interruption of 30 to 60 minutes at a point during this 10 day period. However, given the specific needs of some commercial/industrial customers the standard notification arrangement may not suit. As such commercial/industrial customers are offered an opportunity to arrange an appointment for the smart meter installation in their premises. Should these customers wish to take up the option of our offer, the customer must make contact with CitiPower/Powercor via the contact arrangements outlined in our notification letter.

There are three pre-meter exchange letters sent to Commercial / industrial customers.

Six to eight weeks prior to the smart meter installation a letter from the Government will be issued explaining the Victorian Governments smart meter policy and roll out program.

Four to six weeks before installation, CitiPower and Powercor will send out an advanced installation advice notification advising the customer of the proposed general installation arrangements. Customers are requested to ensure the smart installation technician has access to the meter location. Commercial/Industrial customers are offered an opportunity to contact the company to make an appointment. Customers can call the company to discuss their requirements and agree on a negotiated appointment that fits in with customers' business needs.

At least five business days prior to the meter exchange, a third letter detailing the appointment time is issued to the customer. A Reminder card is provided with the letter to assist customers in planning for the brief interruption.

In the case of large shopping centres or complexes with multiple customer installations, CitiPower and Powercor will work with the respective complex centre Property or Facilities Managers to arrange the best time to access the centres and exchange the meters with minimum disruption.

When the meter is exchanged, CitiPower and Powercor will leave a customer information pack about the operation of the smart meter for each customer.