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## Smart Meter Installations at Multi Tenancy Premises

CitiPower and Powercor has started installing smart meters in apartment blocks in the Melbourne Central Business District and its inner suburbs.

To plan the smart meter installation effectively, our process is to engage the person responsible for the building (for instance the Facility Manager or Property Manager), and plan access to the premises and installation of the meters.

Residents do not need to be home when the meter is exchanged.

Smart metering information and a poster advising residents of the smart meter installation date will be provided to the Facility Manager for posting prior to the planned meter exchange period.

Pre-meter exchange letters will be mailed directly to all residents in the apartment blocks.

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 to customers. Residents are advised that CitiPower and Powercor will contact the Facility Manager or Property Manager to negotiate access to the building and to the meters.

If Residents have specific needs, they should discuss those requirements with their Facility Manager or call CitiPower or Powercor.

About two weeks before installation, a further notification will be issued to customers detailing specific arrangements for the smart meter installation process. Typically this advice will provide a 10 day period during which a 30-60 minute interruption will be required for the smart meter installation.

At the completion of the smart meter exchange, a customer information pack featuring information about the smart meter operation is left for the resident in their letter box.