

# Smart Meter Rollout 2020

For information on the benefits of AMI meters  
visit our website [www.powercor.com.au](http://www.powercor.com.au)  
or contact us at [info@powercor.com.au](mailto:info@powercor.com.au)

Good people  
in power



Good people  
in power



# Turning your meter in to a Smart Meter

A major upgrade of Victoria's electricity infrastructure from 2009 to 2013 saw Smart Meters installed for households and small businesses across Victoria. In the CitiPower and Powercor networks, Smart Meters or Advanced Metering Infrastructure (AMI) meters, were installed for more than 1 million households and businesses.

Smart Meters are a two-way digital communication device that is located at your home or small business that measures the amount of electricity you use and are part of the network infrastructure that is the property of the electricity distributors.

The CitiPower and Powercor team operates, manages and maintains all network assets and metering services, distributing electricity to around 1.1 million customers. The CitiPower network covers 157 square kilometres across Melbourne's CBD and inner suburbs. Powercor is Victoria's largest electricity distribution network, covering central and western Victoria, as well as Melbourne's western suburbs.

All forms of metering wear out over time and the analogue meters are coming to the end of their functional lives. By upgrading meters we can ensure more of our customers are benefitting from the full network services and technology as well as fast response times for any supply issues.

While we were able to upgrade most customers, there were around 25,000 properties that did not receive a Smart Meter due to an inability to access the properties, the property being vacant or further installation work being required.

In order to meet our obligations to the Victorian Government and to ensure our customers receive the benefits of Smart Meters, we offer free exchanges for any old meter to upgrade to a Smart Meter.

## HOW WE MAKE YOUR METER SMART

- A qualified meter technician will visit your property to perform the exchange
- You do not need to be present for a meter upgrade but we will require safe and clear access to your meter box
- To work safely on your connection, we will need to disconnect the power to your property for a period of about 30 - 60 minutes
- The technician will perform a safety assessment and will let you know the course of action recommended
- Wherever possible, we would like to upgrade old meters to new smart meters. However, if it's not possible to upgrade you, we will conduct a network safety test to make sure your connection is meeting safety standards

## THE BENEFITS OF GOING SMART

Smart Meters can help our customers understand and manage their energy use and costs with

- More efficient meter reading services as no access to the property is required
- More accurate electricity bills reflecting actual, real-time use measured every 30 minutes
- Greater access to usage information through the myEnergy portal
- Easier account transfers and lower costs when moving house or premises as the power can be turned on and off quickly and remotely
- The opportunity to access flexible pricing plans according to what time of the day you use electricity

All of this information helps customers make informed decisions about their electricity choices.

If you would like to arrange for a **free upgrade to a Smart Meter**, please contact our team on **13 22 06** between 7am and 7pm Monday to Friday.

Data from Smart Meters also enables us to restore any power outages in your home or community faster and help determine the nature as well as the location of any supply problems. In the future, they will also allow us to partner with customers to offer financial incentives for reducing consumption during peak periods, allowing us to pass on savings achieved through cost efficiencies over the past five years.