

SMART METERS

Smart meters aren't just a face lift for your electricity box, it's about empowering customers to choose how they use energy. It also helps secure a safer, cleaner and more reliable future for the energy grid.

Just by getting one installed, you'll joined millions of Australians who've made their homes smarter with the latest technologies, contributed to a better network service and secured access to better deals from their retailers.



Your new smart meter unlocks a brighter future for your energy use, including:



Better reliability

We can now quickly respond to power interruptions on your network without needing to visit you every time. This information can also help us predict faults before they appear.

Better retail service

Moving houses or looking for a new retailer? You now have the flexibility to choose your billing cycle or shop around for an offer that suits your lifestyle. You can also monitor your energy use via the internet.

Better prices

Instead of being charged a flat rate for the electricity you use, if you choose to, you can access competitive retailers and their flexible pricing plans. Lower peak demand usage means lower future network costs which means lower costs for customers.

Better products and services

You can now access a wider range of electricity products and services including demand management systems, web portals and solar. You may also have more control over the usage of smart appliances.

What we've learned

We understand how important it is for our customers to understand what services are installed on their property. After 12 years and more than 1.2 million smart meters installed across our network and over 3 million across the state, we've become pretty good at working with customers to address any concern.

Health

Health authorities around the world, including the World Health Organisation and the Australian Radiation Protection and Nuclear Safety Agency, have found there is no scientific evidence to suggest smart meters cause any health effects including symptoms of ill health.

Privacy

While there are genuine concerns about the amount of information collected by smart meters, we comply with all privacy legislation and market regulation. Unless there's evidence to suggest a customer is tampering with their supply, we never share customer data with third parties or use information for other purposes.

Safety

Our smart meters meet all required Australian safety standards and are installed by our trained professionals. In addition to our own safety checks, Energy Safe Victoria have also performed safety reviews on smart meters providing the public with additional confidence in the safety of smart meters.



Helping reduce electricity costs

The significant benefits offered by smart meters help customers to understand and manage their energy use and costs. They provide:

- 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 our 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
- Access to flexible pricing plans from competitive retailers, at your choice
- Faster action to restore any power in your home or community by determining the nature as well as the location of any supply problems
- The opportunity for customers to participate in financial incentives for reducing electricity usage during peak periods such as our annual Summer Saver program

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

The exchange process

All forms of metering technology can wear out over time and need to be replaced. The remaining legacy meters are coming to the end of their functional lives. The process to upgrade your legacy meter involves the following steps:

1. We will advise you that we require to change your meter and when this will occur
2. A qualified meter technician will visit your property to perform the exchange
3. You do not need to be present for a meter upgrade but we will require safe and clear access to your meter box
4. To work safely on your connection, we will need to disconnect the power to your property for a period of about 30 - 60 minutes
5. The technician will perform a safety assessment and will let you know if any additional course of action is recommended

There is no cost to customers for smart meter installation.



Your electricity distributor

CitiPower delivers electricity to a 157 kilometre square area across the Melbourne CBD and inner suburbs, and provides power to more than 382,000 customers. Electricity is distributed in the region via a network comprising over 7,690 kilometres of wires, supported by more than 58,100 poles and associated infrastructure. CitiPower is the most highly utilised and efficient network CBD and urban network in the country.

Powercor owns and operates Victoria's largest electricity distribution network. Electricity is distributed in the region via a network comprising over 89,000 kilometres of wires, supported by more than 577,000 poles and associated infrastructure. The network provides electricity to over 843,000 customers in Central and Western Victoria, as well as Melbourne's Western suburbs.