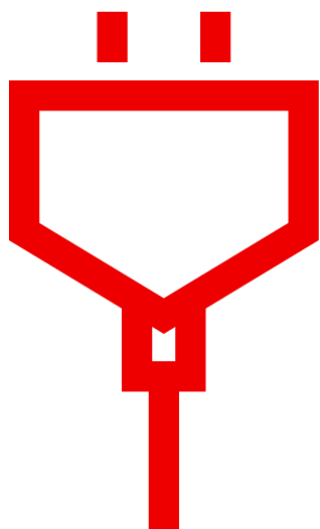


Installing a digital meter

Common installation scenarios and frequently asked questions



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energysaver.nsw.gov.au

Installing a smart meter

Retailers organise the installing of digital or ‘smart’ meters.

The process depends on your circumstances. In some instances, your meter board may need upgrading.

What you need to do

To install a digital meter, contact your electricity retailer. They will tell you:

- who will be installing your meter
- the installation date
- whether you need to temporarily turn off your electricity supply
- the associated costs or changes to your energy contract
- if extra electrical work is needed.

If you need extra electrical work, you will need to contact an [Accredited Service Provider \(ASP\)](#).

Common installation scenarios

Installing a digital meter after solar panels are installed

Contact your network operator ([Ausgrid](#), [Endeavour Energy](#) or [Essential Energy](#)) for permission to connect your solar panels to the electricity grid.

Tell your energy retailer that you plan to install solar panels. They should advise you of any requirements that need to be met before your meter is installed. In some cases, you will need to engage and pay for an Accredited Service Provider to carry out preliminary electrical work.

Once your solar panels have been installed, notify your retailer. Your retailer will then organise meter installation.

On the day of installation, you must ensure the meter provider can access your meter board. You may experience a short power outage. You will receive four business days’ notice of this outage.

Once installation is complete and the meter has been tested, your provider should give you a Certificate of Compliance for Electrical Work. This confirms the work has been completed by a registered electrical contractor. If you experience any issues or power outages after your meter has been installed, contact your retailer immediately.

Use of a digital meter to enable remote reading or accurately monitor my electricity use

Contact your energy retailer directly to request a new meter. Your retailer should advise you of any changes to your contract, prices and billing arrangements. They should also advise you of any requirements that need to be met before your

meter is installed. In some cases, you will need to engage and pay for an Accredited Service Provider to carry out preliminary electrical work.

On the day of installation, you must ensure the meter provider can access your meter board. You may experience a short power outage. You will receive four business days' notice of this outage

Once installation is complete and the meter has been tested, your provider should give you a Certificate of Compliance for Electrical Work. This confirms the work has been completed by a registered electrical contractor. If you experience any issues or power outages after your meter has been installed, contact your retailer immediately.

Installing a digital meter in an apartment block or other premises with multiple occupants

Contact your energy retailer directly to request a new meter. Your retailer should advise you of any changes to your contract, prices and billing arrangements. They will also advise you of any requirements that need to be met before your meter is installed. In some cases, you will need to engage and pay for an Accredited Service Provider to carry out preliminary electrical work.

On the day of installation, you must ensure the meter provider can access your meter board. You may experience a short power outage. You will receive four business days' notice of this outage

Once installation is complete and the meter has been tested, your provider should give you a Certificate of Compliance for Electrical Work. This confirms the work has been completed by a registered electrical contractor. If you experience any issues or power outages after your meter has been installed, contact your retailer immediately.

Installing a digital meter in a newly constructed home

Contact your network operator ([Ausgrid](#), [Endeavour Energy](#) or [Essential Energy](#)) for permission to connect your home to the electricity grid.

Open an account with an energy retailer to supply electricity to your home. If your builder had a Temporary Building Supply (TBS) with a meter, you may be able to transfer the meter into your name. To do this you will need to provide your retailer with the site's National Metering Identifier (NMI).

If your property didn't have a TBS, you will first need to connect the property to the electricity grid. Contact an Accredited Service Provider to help you install the meter.

Replacing a faulty meter

If you notice your meter is not working properly, ask your energy retailer to arrange a meter inspection. You may be required to pay a fee for this service. The inspection may also involve short power outages.

If your retailer determines your meter is faulty, they will replace it within 10 business days. On the installation day, you must ensure the meter provider can

access your meter board. You may experience a short power outage. You will receive four business days' notice of this outage.

Once installation is complete and the meter has been tested, your provider should give you a Certificate of Compliance for Electrical Work. This confirms the work has been completed by a registered electrical contractor.

If you experience any issues or power outages after your meter has been installed, contact your retailer immediately. If the issues are not related to the meter, you will need to pay an electrician to investigate alternative causes.

Frequently asked questions

Do I need to have a digital meter?

As of 1 December 2017, all new and replacement meters are digital meters. You can continue using your existing meter until it is no longer operational, or your retailer needs to replace it.

Why would my retailer need to install a new meter?

If your meter reader finds your meter is faulty, your retailer will let you know. They will replace your meter within 10 business days. You are unable to refuse a digital meter if your existing meter needs to be replaced.

Alternatively, your retailer may have a proactive meter replacement program in your area. If your retailer decides to replace your existing meter, it will send you two letters telling you about their plans. If your meter is still operational, you can refuse to have a new digital meter installed.

What happens on the installation day?

On the day of installation, you must ensure the meter provider can access your meter board. It is estimated the power will need to be turned off for between 30 minutes and 1 hour if no unexpected issues occur during the installation. You will receive four (4) business days' notice of this outage.

Once installation is complete and the meter has been tested, your provider should give you a Certificate of Compliance for Electrical Work. This confirms the work has been completed by a registered electrical contractor. If you experience any issues or power outages after your meter has been installed, contact your retailer immediately.

Can I choose a meter that doesn't transmit my data?

Your retailer must give you the option of a digital meter which doesn't transmit data to the meter data provider. Tell your retailer if you want to choose this option. This may involve additional charges you will need to pay for meter readings at your premises.

I would like to upgrade to a digital meter. Will my retailer provide me with one if I ask?

Installing a digital meter when your existing meter is still operational is at your retailer's discretion. If your retailer declines to change your meter, you can shop around for another retailer and switch to a plan that includes a digital meter.

What should I ask my retailer if I am considering a switch to a digital meter:

Digital meters can provide more accurate and more timely electricity usage data, meaning your retailer can offer you a wider variety of pricing and service options. Questions you could ask include:

- Will the price of my electricity change when I get a new meter?
- Will my meter change my billing cycle?
- What will change when I get a new meter?
- What new services can you offer me, with a digital meter?
- Will I have to pay for my digital meter?

What is an Accredited Service Provider (ASP) and why can't my meter installer do the work?

ASPs and electricians have different roles. Meter installation can be complex and, depending on your circumstances, you may need to use an Accredited Service Provider (ASP). ASPs are authorised to undertake specific work in relation to a customer's connection with the distribution network. Read more about the work they can do at energysaver.nsw.gov.au.

Is my metering installer an ASP?

Some companies employ staff who are both a meter installer and an ASP. Check with your service provider to find out.

I've heard about metering coordinators? What do they do and how will I engage with them?

The role of metering coordinator was created following new rules to improve competition in metering services. The metering coordinator takes over tasks previously carried out by distributors, such as owning, installing, repairing and reading meters. Your retailer will liaise with a metering coordinator on your behalf, meaning you do not have direct contact with them.

Why is my meter branded Energy Australia if they aren't my retailer?

Meters were previously owned and installed by distribution network operators. Some legacy meters are still owned by distributors. As of 1 December 2017, electricity retailers organise the installation of all new or replacement meters. It's best to contact your retailer if you notice any issues with your meter, no matter which label or branding it might have.

What do I do if the installer damaged my meter board, or my appliances aren't working anymore?

If you are experiencing issues, let your retailer know as soon as possible so the issues can be resolved.

Why couldn't the meter installer install my meter when they came?

There are several reasons why your electrician may have been unable to install your meter. For example, the installer was unable to access your meter board because it was locked; or there was no main switch, meaning the installer was unable to turn off the power for safety reasons.

To find out why your meter couldn't be installed, contact your energy retailer.

I already have a smart meter – I'm changing retailers, will I need a new smart meter?

Possibly, depending on the arrangement between the retailers and the meter provider. In some cases, the new retailer will arrange for a new meter to be installed. Contact your new retailer to confirm the process.

How long should it take to get a new meter?

National Electricity Rules require retailers to replace faulty meters within 10 business days of being notified of the fault.