



Jemena Electricity
Networks (Vic) Ltd
ABN 82 064 651 083

To the Occupant,

Important information about the installation of your new Smart Meter

Why we are exchanging your electricity meter

Jemena Electricity Networks (JEN), the electricity distribution company who manages, operates and maintains your electricity network is working with the State Government to introduce new 'Advanced Metering Infrastructure' technology (referred to as Smart Meters) across Victoria.

In the attached letter from the Victorian Government, you are advised that these new Smart Meters will help you to better understand how much electricity you are using. This means you'll be able to manage your electricity usage and costs more effectively in the future, thereby allowing the government and the energy industry to collectively address some of the most important challenges associated with climate change.

When we will install your new Smart Meter

All domestic and small business customers in Victoria will have their old electricity meter exchanged for a new Smart Meter, in a state-wide rollout program commencing in September 2009 and concluding in 2013. JEN is required to install these smart meters as part of the Victorian Government's program to complete the rollout by the end of 2013. This program requires that your existing meter be replaced.

Our authorised Smart Meter Installation contractor, Service Stream, is performing this work on our behalf and will soon send you a letter notifying you of a 10-day period during which your new Smart Meter will be installed and your old electricity meter removed from your property. Service Stream staff will perform the meter installation at your property and can be recognised by their branded uniforms and identification cards.

The arrangements you need to make

To install your Smart Meter, the power will be turned off at your property for approximately 15-30 minutes. During the meter installation, you are required to ensure that our meter installer has safe and clear access to your meter box. When the Smart Meter has been installed, you will receive written information on how to read your new meter.

Before installing your new Smart Meter, we are required to perform a job safety assessment. We will advise you if it is not safe for us to install the new meter at your premises and how to manage any issues should they arise.

The rollout of Smart Meters may result in your tariff being changed in future to a time of use tariff. Your retailer will notify you of any change and implications for your retail prices and charges.

Where to go for further information

If you would like further information on the Victorian Government's energy policy or Smart Meter program, please visit the Department of Primary Industries (DPI) website at www.dpi.vic.gov.au/energy or contact the DPI on 136 186.

Thank you for your co-operation.

Yours faithfully,

Paul Adams
Managing Director
Jemena

Frequently Asked Questions

1. *What are the differences between Electricity Distributors and Electricity Retailers?*

Distributors own and manage the poles and wires that deliver electricity to your home. There are five electricity distributors licensed to deliver electricity to consumers through their networks. Each is responsible for a geographic region of Victoria. Electricity retailers buy the electricity from generators and sell it to you. Retailers will have various plans and services to meet your needs. They bill you and generally manage your relationship with the rest of the electricity industry on your behalf.

2. *Do I have to have a smart meter?*

Yes. In order to improve our electricity delivery and management the Victorian State Government requires that all residential and small business electricity customers have a smart meter installed by the end of 2013. Ensuring the universal application of smart meter technology will allow the development of smarter electricity supply infrastructure on a state wide basis. This will help customers better manage their energy use and broaden the community's ability to respond to climate change.

3. *Do I own the smart meter?*

No, the smart meter, like your existing electricity meter, is owned by your electricity distribution business.

4. *How are the costs of the smart meter being recovered?*

In the same way you pay for your current meter and electricity infrastructure (electricity poles and wires), the costs of the smart metering system will be recovered through your electricity bill over a number of years.

5. *Will they knock on my door before they start the work?*

Yes. Prior to beginning the meter installation, the meter installer will advise that the works are about to begin. You will also be advised when the meter installation is complete.

6. *What happens if someone on my property is on life support?*

If you have completed and lodged the necessary forms with your electricity retailer, they will have informed your electricity distribution business of your life support status. If you are unsure, please contact your electricity retailer as soon as possible.

7. *What is a Time-Of-Use tariff?*

A time of use tariff is a price structure that varies based on the time of day or week. Time of use charges are higher in peak periods and lower in off peak periods. Time of use pricing for the traditional off-peak period will be applied to all electricity consumption not just for controlled load equipment such as storage hot water systems and floor heating. The smart meter enables the application of time of use tariffs.

8. *Will there be any other visits after the initial installation?*

The electricity distribution business is responsible for ensuring the quality, reliability and performance of the smart meter and may need additional visits to check the meter from time to time, though this is not expected to be a regular occurrence.



UNITED ENERGY
Distribution

ABN 70 064 651 029

To the Occupant,

Important information about the installation of your new Smart Meter

Why we are exchanging your electricity meter

United Energy Distribution (UED), the electricity distribution company who manages, operates and maintains your electricity network is working with the State Government to introduce new 'Advanced Metering Infrastructure' technology (referred to as Smart Meters) across Victoria.

In the attached letter from the Victorian Government, you are advised that these new Smart Meters will help you to better understand how much electricity you are using. This means you'll be able to manage your electricity usage and costs more effectively in the future, thereby allowing the government and the energy industry to collectively address some of the most important challenges associated with climate change.

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Our authorised Smart Meter installation contractor, Service Stream, is performing this work on our behalf and will soon send you a letter notifying you of a 10-day period during which your new Smart Meter will be installed and your old electricity meter removed from your property. Service Stream staff will perform the meter installation at your property and can be recognised by their branded uniforms and identification cards.

The arrangements you need to make

To install your Smart Meter, the power will be turned off at your property for approximately 15-30 minutes. During the meter installation, you are required to ensure that our meter installer has safe and clear access to your meter box. When the Smart Meter has been installed, you will receive written information on how to read your new meter.

Before installing your new Smart Meter, we are required to perform a job safety assessment. We will advise you if it is not safe for us to install the new meter at your premises and how to manage any issues should they arise.

The rollout of Smart Meters may result in your tariff being changed in future to a time of use tariff. Your retailer will notify you of any change and implications for your retail prices and charges.

Where to go for further information

If you would like further information on the Victorian Government's energy policy or Smart Meter program, please visit the Department of Primary Industries (DPI) website at www.dpi.vic.gov.au/energy or contact the DPI on 136 186.

Thank you for your co-operation.

Yours faithfully,

Hugh Gleeson
Chief Executive Officer
United Energy Distribution

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