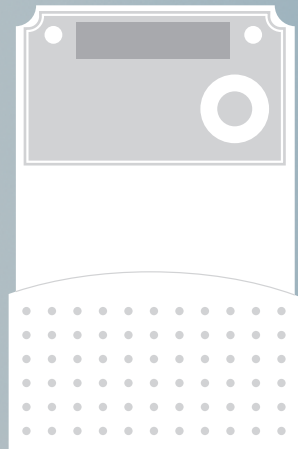


THINGS TO KNOW WHEN

# GETTING A SMART ELECTRICITY METER

Meters are your electricity retailer's responsibility since December 2017.



## DO YOU WANT A SMART METER UPGRADE?

- to track and manage your bills
- to enable demand response
- to run your solar panels

Retailers must provide a smart meter at a time agreed with you or within 15 days of your request.

## ARE YOU BUILDING A NEW PROPERTY?

Retailers must install a new smart meter at a time agreed with you or within 6 business days once a property is connected.

If you want a new or replacement meter contact your retailer.

All new meters must be advanced or smart unless you say you don't want one.

## WHAT IF YOUR RETAILER WANTS TO GIVE YOU A SMART METER?

If your meter is not working the way it's meant to, your retailer will replace it and contact you to explain when.

You can ask not to have high-tech options.

## WHAT IF YOUR RETAILER LETS YOU DOWN?

Tell your retailer you have a problem and how you want it fixed. Keep a record of what's happening.

If it's not resolved, contact your local energy ombudsman. It's free.



regulates the metering rules  
[aer.gov.au](http://aer.gov.au)



makes metering rules  
[aemc.gov.au/metering](http://aemc.gov.au/metering)



manages metering procedures and guidelines  
[aemo.com.au](http://aemo.com.au)