

Timeframes for Metering Installation for Small Customers

There are several situations where a new meter may need to be installed on your property:

- Your premises are a new build where we are installing an electricity connection for the first time (a new connection);
- Where your meter has malfunctioned in some way (a malfunction); or
- You wish to update to one of our plans that requires installation of a new meter (meter exchange).

We explain here what each type of metering installation involves and what our obligations to you are if you are a small customer. If you are not sure whether you are a small customer, please get in contact with us.

New Connection

When your premises include a new connection, we will seek to agree with you on a timeframe for installation. Where we cannot agree on a timeframe, we will generally have six business days from being informed that your premises are connected to install the meter. There are some circumstances where this timeframe will not apply for a new connection, including:

- if you haven't provided the information we need from you in order to install the meter;
- where we cannot safely access the site for installing your meter;
- the site is not yet ready for meter installation as all the work required to do so is not yet complete;
- turning off the power at your premises for installation will impact the electricity supply of other premises.

The timeframes will only begin when these matters have been corrected.

Malfunction

If you believe your meter has malfunctioned in some way, please inform us and we will ensure that the individual responsible for this, the Metering Co-ordinator, is informed. In this case, generally, your meter will be replaced within 15 business days (there are some exceptions to this timeframe).

Meter Exchange

If you wish to update to one of our plans which requires a new meter to be installed, we will inform you that a new meter is required. Two types of meter exchange may occur: a 'simple meter exchange' and a 'complex meter exchange'. In a simple meter exchange, the most common type of meter replacement, there is no need to make any other alterations to your electricity connection. In these cases, we will seek to agree with you on a timeline for installation of the meter. If you do not agree, we will generally have six business days to replace your meter. There are some circumstances where this timeframe will not apply for a simple meter exchange, including:

- if you haven't provided the information we need from you in order to install the meter;
- where we cannot safely access the site for installing your meter;
- the site is not yet ready for meter installation as all the work required to do so is not yet complete;
- turning off the power at your premises for installation will impact the electricity supply of other premises;
- you've entered into an aggregated agreement with us that says the timeframes don't apply.

In a 'complex meter exchange,' we need to make changes to your connection which also require the help of the company responsible for your local electricity lines (the 'distributor'). These cases include an alteration to your connection as well as the replacement of a meter. This can happen, for example, where you have brought an appliance that needs three phase electricity supply and your connection needs to be upgraded to allow for this. In these cases, we will seek to agree with you and the distributor on a timeline for installation of the meter. If we are unable to agree, generally that installation must be completed within 15 business days (there are some exceptions to this).

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- turning off the power at your premises for installation will impact the electricity supply of other premises;
- you've entered into an aggregated agreement with us that says the timeframes don't apply.

Note, these timeframes do not apply when we, as your retailer, have initiated the deployment of new meters.