

REAMPED ENERGY PTY LTD

Self-Read Guide for Customers

Version 1

Public Document



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VERSION CONTROL

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REAMPED ENERGY SELF-READ GUIDE FOR CUSTOMERS

If you have received a bill which shows we have estimated your energy usage, you might be able to ask us to change your bill based on your own reading of your meter. This reading is called a 'Customer Read Estimate' and sometimes referred to as a 'Self Read'.

This guide sets out when and how you can submit a customer read estimate and when we will alter your bill based on your own reading.

1.0 | UNDERSTANDING METERS

A meter is installed at your property to measure how much gas or electricity is being used. There are several different types of meters available to record and display your usage. Different meters record and display information differently.

Accumulation Meters: Sometimes called single rate or flat meters, measure the total amount of electricity that has been consumed by the property since installation. They are an older type of meter which are not capable of indicating when electricity has been used.

Smart meters are a newer type of meter and have the ability to record when electricity has been used.

Sometimes, under the terms and conditions of your customer retail contract, we will estimate your bill. We do this, for example, when we have been unable to access your meter or where you are being billed more frequently than quarterly.

2.0 | WHEN YOU ARE ABLE TO SUBMIT A CUSTOMER READ ESTIMATE

You will only be able to submit a customer read estimate if:

- You are a small customer (a residential or small business customer, contact us if you are unsure);
- The bill is based on an estimate (your bill will indicate where this is the case);
- You do not use solar power;
- Your electricity is read using an 'accumulation meter'.



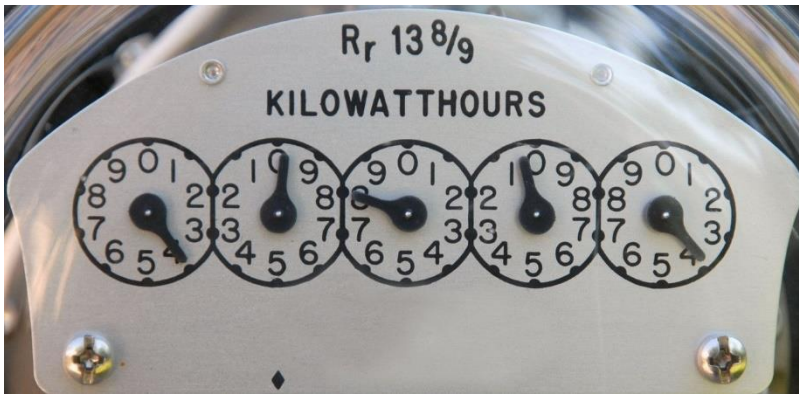
3.0 | READING YOUR ELECTRICITY METER

Electricity meters and the area in which they are located are designed with safety and security in mind; however, they still pose dangers. When approaching your meter, be aware of any potential hazards. Look for exposed wires and damage to the meter or metering box. If there appears to be any damage or anything else hazardous about the situation, immediately leave the area and contact your building manager or ReAmped.

There are two types of meters that you may need to read:

A. Analogue 'clock face' Display Meters

This meter has several dials that look like analogue clocks. There may be four, five or six dials, alternating in direction. To read this meter, look at the numbers shown on each dial, reading from left to right. If the hand on the dial is between two numbers, read the lower number. When it is between 0 and 9, read the nine as 9.



The reading on this meter would be 49803 which means consumption of 49,803 kilowatt hours.

B. Digital Display Meters

Your meter may, instead of having a display of dials, simply have a digital display. This will look similar to the odometer of your car. Your meter screen may cycle through a number of different displays. Whatever number is indicated on the digital display that shows the letters '**kw/h**' is the total number of kilowatt hours consumed at that point.

In the case of either type of meter, to determine your energy usage for the period, subtract the meter reading from your last bill from your self-read of the meter.

4.0 | HOW TO SUBMIT A CUSTOMER READ ESTIMATE

If you wish to submit your own read to us as a customer read estimate, we need to receive your read before the due date of your bill. You will need to take a photo of the meter display and send it to us. The meter display needs to be clearly shown.

The photo must be sent to ReAmped at support@reampedenergy.com.au. In that email, you must state your name, address and your National Metering Identifier (**NMI**) (this will be listed in your last bill).



5.0 | WHEN WE WILL NOT ACCEPT YOUR CUSTOMER READ ESTIMATE

We will not accept and adjust a bill on the basis of your customer read estimate, where:

- The photo does not clearly show the display;
- The meter in the photograph is not your meter;
- We have reason to believe that the meter has been tampered with in some way to arrive at that reading;
- We receive it after the due date for payment of the bill

If we do not accept your customer read estimate, you have the right to:

- Make a complaint to us which we will consider in line with our customer complaints and dispute resolution policy;
- Request we review your bill; or
- Complain or lodge a dispute with the Energy and Water Ombudsman NSW (for customers in NSW) or the Energy and Water Ombudsman Queensland (for customers in Queensland). See <https://www.ewon.com.au/page/contact-us> and <https://ewoq.com.au/contact-us/>.



6.0 | WHAT HAPPENS WHEN WE DO ACCEPT YOUR CUSTOMER READ ESTIMATE?

If you satisfy the requirements indicated in this guide, we will promptly and at no extra charge, provide you with an adjusted bill based on the customer read estimate. A new due date for payment will be advised on the adjusted bill that you receive based on your Self Read.

