

# NEW ELECTRICITY METERS ARE BEING INSTALLED

What the national smart meter rollout means for you

## Why are electricity meters changing?

We moved from analogue TVs to digital TVs, and from landlines to smartphones. Now we're moving from old electricity meters to smart meters as part of a national rollout. The rollout is already underway across Australia and will continue until 2030.



Analogue TV



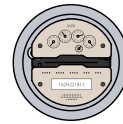
Digital TV



Landline



Smartphone



Old electricity meter



Smart meter

### What is a smart meter?

- Records your electricity use throughout the day.
- Sends your reading straight to your electricity company.
- Removes the need for manual meter reads.

### Will my electricity plan change?



Any changes to your electricity plan after a smart meter has been installed must comply with consumer protections. You can contact your electricity company to learn more.

### Will it cost me extra?



For most people, the upgrade is a simple swap, and there's no upfront cost to you when the meter is installed under the national rollout. The cost is part of your regular electricity bills—similar to poles and wires, and existing meters.

### What if something needs fixing?



Installers sometimes find safety or other issues with existing meter boxes—like old wiring, asbestos or damaged covers—that need to be fixed first. If this happens, they will notify your electricity company, who will contact you about next steps.

### I rent - what does this mean for me?

If the account is in your name, you will get the notice from your electricity company—not the homeowner.



## How will it work?

### Step 1

#### You will get a notice

Your electricity company will send a letter, text or email at least four business days before the installation.



### Step 2

#### On the day

If your meter box is easy and safe for the installer to access, you don't need to be home during the installation. If you are, you can ask to check the installer's photo ID. Electricity will be turned off for about one hour during installation.



### Step 3

#### After installation is complete, your smart meter is now up and running!

Your electricity will be turned back on. Contact your electricity company if you have any questions.



### What to remember

➤ You don't need to do anything—the rollout is automatic and happening until 2030.

➤ You'll get a letter, text or email from your electricity company before the smart meter is installed.



For information visit [energy.nsw.gov.au/smart-meters](http://energy.nsw.gov.au/smart-meters).  
For details about your plan or installation, contact your electricity company.