

Your new smart meter has been installed



EnergyAustralia
LIGHT THE WAY

Welcome to your new smart meter

Smart meter technology will give you more choice, more control and more energy management options.

Smart meters use digital technology to provide you with a whole range of benefits - a great upgrade from your old electricity meter.

With a smart meter, you'll be able to receive information about how and when you use electricity. Combined with our online energy management tool My Account and our app, you'll have access to more meaningful information about the way you use electricity.

What's smart about smart meters?

Smart meters offer many benefits:

- You get greater control of your energy accounts (via My Account and our app).
- Estimated bills are virtually eliminated.
- You can access information to help you manage your electricity, such as more effective use or solar systems and battery storage.
- Meter readings, supply connections and disconnections can be done remotely.

How do smart meters work?

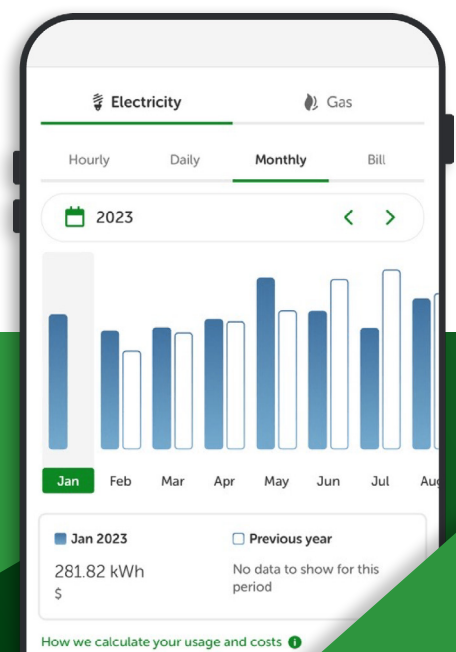
Smart meters are digital communication systems that record electricity usage in 5-minute intervals. Unlike the old electricity meters, smart meters automatically send this data to your electricity retailer using mobile networks.

Use My Account and our app to check your usage

Through My Account and our app you can manage your energy accounts in one secure place, either online or on your smartphone. You can:

- View and pay your bills.
- Manage your account details.
- Monitor your electricity usage.

(Please note that it may take up to 10 business days after installation of your smart meter for your usage data to appear in My Account.)



To go to My Account, scan the QR code or visit
energyaustralia.com.au/myaccount.
You can get our app from the app stores.

Frequently asked questions

How do I read my smart meter?

There is no need for you to look at your smart meter ever again. You can access all your energy usage information from My Account or by using the EnergyAustralia app.

Are smart meters safe?

Yes. Smart meters are manufactured and installed according to all applicable Australian Standards.

Can smart meters cause any health issues?

Smart meters are safe and all smart meters installed comply with the electromagnetic exposure limits established by Australian safety authorities.

According to ARPANSA, there is no established scientific evidence that the low level RF EME exposure from smart meters causes any health effects including symptoms of ill health communicated by some people.

For more information go to arpansa.gov.au/understanding-radiation/radiation-sources/more-radiation-sources/smart-meters.

Do I own my smart meter?

No, meters are not the property of the customer. Your meter stays with the premises.

Who has access to information transmitted from smart meters?

Smart meter data is secure and confidential.

The collection and use of meter data (whether from your current meter or a smart meter) is subject to strict protection arrangements and confidentiality rules.

By law, meter data can only be accessed by customers, your energy retailer and others who are entitled to it (e.g. authorised bodies, distribution networks or third party service providers with your consent).

Any personal information that we hold will be handled in accordance with our privacy policy at energyaustralia.com.au/privacy.

Who do I call if I have a question about my smart meter now that it's installed?

Call us on **133 466** and we'll be happy to help.

Want to know more?



Check out our Power of Choice FAQs
energyaustralia.com.au/powerofchoice



Call us
133 466
(Monday to Friday,
8.00am to 7.00pm AEDT)

