

You and Energex's electricity meter at your premises



positive energy

Safe access to your meter

Throughout the year Energex visits your home to read the Energex electricity meter and record your electricity use. This allows your electricity retailer to prepare an accurate account which reflects the amount of electricity that has been used at your premises.

You are required to provide safe access to your premises for our meter readers and it is important that they are able to read all the meters. Providing Energex meter readers with a clear, unobstructed path to the meter box means we can do our job quickly, efficiently and with as little disruption to you as possible.

Fence-lines and security

Wherever possible, meters should be placed toward the front of your premises and accessible without passing through a locked gate or door.

Energex does not want to impact on your privacy or security, so if you intend to erect any fences or walls, please ensure that the meter will still be accessible. If you already have a fence, modifying a couple of palings to enable us to read the meter through the fence or building a side gate for access by our meter readers will mean it is easier for the meters to be read accurately.

Energex respects your security and understands you may wish to purchase a lock to secure your property. However, a lock may restrict Energex from accessing your meter box, and result in you having to contact your electricity retailer to organise a time when you are at home to give our meter reader access. You may be charged a fee for this service.

To help you maintain your privacy and to help us to gain access to read the meter, Energex meter reading locks can be purchased from specific locksmiths. An Energex lock will provide access to the meter to you and Energex only.

Visit energex.com.au or call 13 12 53 to find the nearest approved locksmith.

Trees, bushes and other obstacles

Items left or stored in front of the meter make it difficult for our meter reader to read or sometimes to even find the meter. Items left lying on the ground can also pose a safety risk to unsuspecting meter readers.

The following suggestions will help make it easier and safer for you and for the meter reader:

- Keep trees and shrubs well trimmed from the meter.
- Avoid leaving garden items such as rakes, hoses and ladders in front of the meter.
- Keep your rubbish bin and other large items from obstructing the meter.
- Ensure there are no wasp/insect nests near the meter.

Dogs

Regardless of how friendly your dog is when you are at home, it is understandable that your dog may not be so friendly when you are not there, as they are protecting your home. Energex takes the safety of our meter readers seriously and they are advised not to enter a premises where they believe they may encounter an unsafe situation.

If the meter is within the fenced area shared by your dog and it is not clearly visible that the dog is restrained away from the meter, the meter reader will not enter your premises for safety reasons.



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How to read your own meter

Your electricity retailer will send you an account approximately four times a year, using actual or estimated meter readings provided by Energex meter readers. If you believe the meter reading may not be correct you can contact your electricity retailer to discuss and organise a visit to check the meter reading.

If you wish to read the meter for consumption monitoring purposes the following information will assist you with reading the meter.

Dial meters

- Stand directly in front of the meter so you can see the exact position of the pointer.
- Read each dial in sequence and record the number the pointer points to on each dial.
- When the position of the pointer is between two numbers, record the lower number.
- Should the pointer appear to be pointing directly at a number, check the dial to the right, if the reading on this dial has not reached 0, the reading will be the lower number.
- If the reading on the right hand dial is 0 or 1, the reading will be the actual number that the pointer hand is on.
- The reading from the dials below is 18453



Odometer meters

If the meter resembles the odometer of a car, simply record the numbers displayed. The reading on the display below is 10.

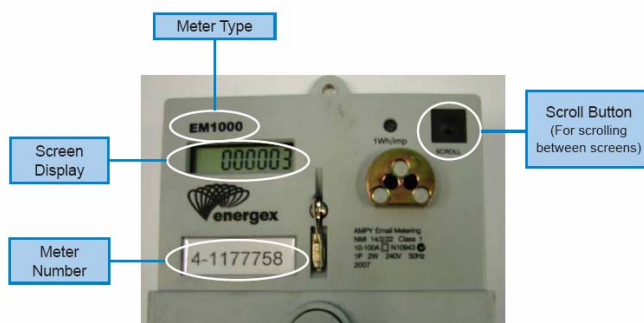


Some electronic meters do the job of two meters and provide two separate consumption readings, for example, your light and power consumption and your hot water system consumption.

Electronic meters – EM1000

This is a single phase import/export meter. Firstly, check your electricity account to determine which meter corresponds to which tariff.

There is no need to use the scroll button. The meter will continuously display a screen or scroll through and display any screens required for meter reading purposes.



Flat Rate Domestic	
Register	Screen display
(blank)	Tariff 11 (Residential Flat Rate)
-	Tariff 9900 (Excess Energy to the grid – if solar is connected)

Controlled Load	
Register	Screen display
(blank)	Tariff 31 or 33 (Controlled Supply)

Time of Use Domestic	
Register	Screen display
	Total (A+B+C)
	Time
	Date
A	Peak - Tariff 12
B	Shoulder - Tariff 12
C	Off Peak – Tariff 12
-	Total 9900 (Excess Energy to the grid – if solar is connected)
	Test screen

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Electronic Meters – EM1200 and EDM Atlas Displays



These electronic meters are able to provide more than one reading, for example Tariff 11 or Tariff 12 (light and power consumption) and 9900 solar feed in. The EM1200/10 series meters can also display super economy tariff 31 or economy tariff 33 (controlled supply) consumption.

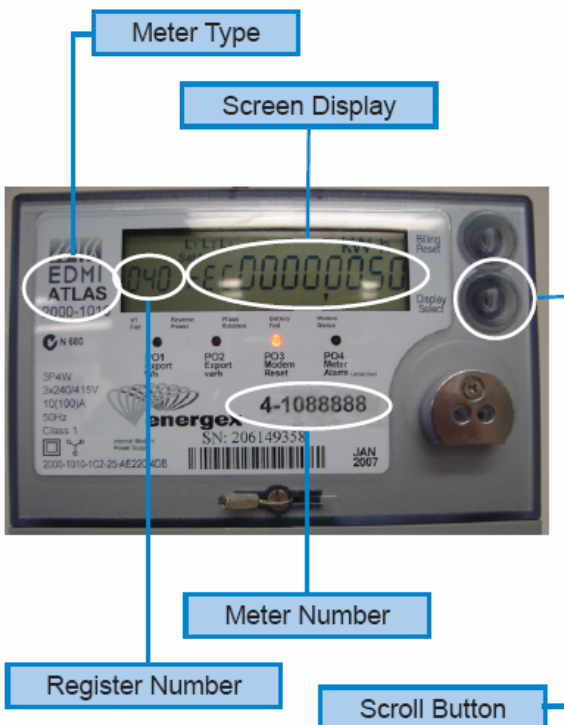
These meters scroll through various display screens.

To obtain a reading you will need to refer to the tables below for the display identifier register/s that corresponds to the tariff/s applicable at your site.

The display registers appear at the left of the screen and the reading for the tariff or component of the tariff is the larger numbers to the right of the register.

Flat Rate Domestic	
Register	Screen display
01	Tariff 11 (Residential Flat Rate)
30	Tariff 31 or 33 (Controlled Supply)
40	Tariff 9900 (Excess Energy to the grid – if solar is connected)

Time of Use Domestic	
Register	Screen display
01	Total Usage (05+10+20)
02	Time
04	Date
05	Tariff 12 (Time of use - Peak)
10	Tariff 12 (Time of Use - Shoulder)
20	Tariff 12 (Time of Use – Off Peak)
30	Tariff 31 or 33 (Controlled Supply)
40	Tariff 9900 (Excess Energy to the grid – if solar is connected)
60	Program Id
88	Test screen



Solar PV and electronic meters

For more information and frequently asked questions about solar PV and electronic meters visit solar for customers at energex.com.au and download a fact sheet or call 13 12 53 for a copy.

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Unable to access

If our meter reader cannot safely access the meter and therefore cannot read it, Energex will not be able to provide an actual reading to your electricity retailer and you will receive an estimated account from your electricity retailer.

Should you wish to provide access to the Energex meter for an actual reading outside of the regular scheduled meter reading dates, please contact your electricity retailer to arrange. You may be charged a fee for this service.

Who should read the Energex meter?

Energex meter readers will visit your premises approximately four times each year. Meter readers carry photo identification cards that are prominently displayed or shown to you on request. If the meter reader is not carrying a photo identification card, they will be carrying a letter of authorisation.

How to arrange a check of your meters

If you have any concerns about the accuracy or reliability of the Energex electricity meters you can contact your electricity retailer to discuss and arrange a check of the electricity meters.

Contact Energex

To report loss of supply:

- 13 62 62

For electricity emergencies:

- 13 19 62

For general enquiries:

- energex.com.au
- custserve@energex.com.au
- 13 12 53 (8am to 5:30pm, Monday to Friday)
- Telephone interpreter service 13 14 50



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