



Timeframes for Metering Installation for Small Customers

You may request that we install a new meter at your property. Where we agree that a new meter needs to be installed, and you are a small customer of ours, there are several rules that we must follow. If you are not sure whether you are a small customer, please get in contact with us.

Two types of meter exchange may occur: a 'simple meter exchange' and a 'complex meter exchange'.

Simple 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. This might occur, for example, where you have requested a replacement of your malfunctioning meter. 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 15 business days to replace your meter. There are some circumstances where this timeframe will not apply for a simple meter exchange, including:

- where 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.

Complex Meter Exchange

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 require an alteration to your connection as well as the replacement of a meter. This can happen, for example, where we have agreed to the installation of an Electric Vehicle charging station. In these cases, we will seek to agree with you and the distributor on a timeline for installation of the meter. If you do not agree, we will generally have 15 business days to replace your meter. There are some circumstances where this timeframe will not apply for a complex meter exchange, including:

- where 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.

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