

Installation of new smart meter and meter isolator

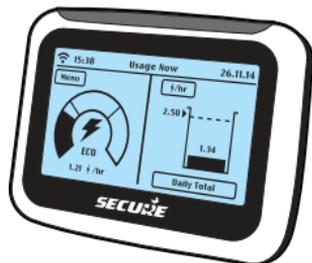
Your electricity meter had come to the end of its functional life and has been replaced with a smart meter. You have also been issued an in-home energy display, and a meter isolator which has been installed next to your smart meter.

The new devices will not change your electricity supply or cost you any money.

The in-home energy display

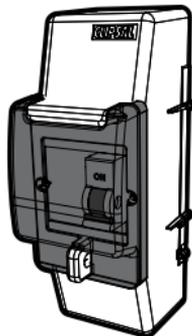
The Pipit 500 in-home energy display will show you information about how much electricity you are using, when you are using it, and how much it costs.

See the next page for more information about how to use and read the display.



Meter Isolator

The meter isolator is a protection device for your house. If the power goes off because of a fault in your home, you can simply flick a switch and electricity will be restored. The switch is in the meter box.

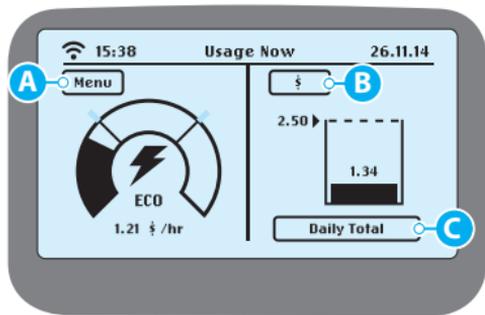


If you have more questions, refer to the back of this booklet or contact your energy retailer.

Using your Pipit 500

The Pipit 500 is an in-home energy display which receives information wirelessly from your new smart electricity meter.

The default screen (titled 'Usage Now') shows two displays; the Instantaneous use dial (left), and the Daily totals graph (right). The unit selection button (B) can be used to cycle through the units shown in the displays; \$, CO₂ or kWh.



Instantaneous use dial (left)

This dial shows how much electricity is being used right now. As your load increases (as you turn on more or bigger appliances), the dial will fill.

The dial is broken into 3 segments representing a small load ('Eco'), medium load ('Med'), or big load ('High').

The number in the middle of the dial shows exactly how much electricity you are currently using.

The menu button (A) provides access to additional settings and information.

Daily totals graph (right)

This graph shows how much electricity has been used since midnight. By pressing the View selection button (C), you can choose to view:

- today's use vs daily target
- today's use vs yesterday's use
- this week's use vs last week's use
- tariff information.

For more information, refer to the book supplied with the Pipit 500.

Frequently Asked Questions

How do smart meters work?

Smart meters are advanced digital meters that can record your electricity use every 30 minutes, which means you can see both how much electricity you are using and when you are using it. A smart meter can send this information securely to your energy provider, so visiting your property to read your electricity meter is no longer required.

Smart meters can also be used as an analysing tool by the retailer to measure the quality of the power at your property.

Will I be charged anything for the smart meter or meter isolator to be installed?

Remote Area Energy Supply (RAES) will install your smart meter and meter isolator free of charge.

If your existing main switch board does not meet Australian Standards, you may be required to update your main switch board prior to installation.

How long will it take to install a smart meter?

A power outage of around one to two hours will be required.

Does my smart meter transmit any personal information?

No, your smart meter does not use or transmit any personal information.

Does a smart meter require a meter reader visit?

No, there will no longer be a monthly or quarterly visit by a meter reader in your community.

Are there any health concerns with Smart Meters?

There is no established scientific evidence that smart meters cause any health effects.

A data transmission from a smart meter is low when compared to other common signals such as FM radio stations, Wi-Fi, TV signals and mobile phones.

Are smart meters compulsory?

Yes. All new electricity meter installations must now be advanced or 'smart' meters under national rules that apply to South Australia. The current meters on the RAES scheme are old and need replacing as they are reaching the end of their functional life.

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A customer may request that the 'transmission' part of the new meter is disabled so that it does not communicate and will not transfer or receive data. However, where manual meter reading is requested, the customer will be required to pay for a special manual meter read (\$100 per monthly or quarterly read).

This complies with the Essential Services Commission of South Australia Metering Code.

Will the installation of smart meters impact on RAES price tariffs?

RAES tariffs will continue to be reviewed annually by the Minister for Energy and Mining and will remain aligned to on-grid prices for metropolitan Adelaide customers.

What benefits do smart meters offer?

1. Smart meters record how much electricity you are using, when you are using it, and how much it costs. When connected to an in-home display (IHD), it is possible for you to monitor and check your household energy use by showing the data from

your smart meter. This can help you understand and manage your energy use and reduce energy costs.

2. Smart meters allow the energy provider to record the quality of electricity that is supplied. This allows the energy provider to review the data if a problem occurs, such as an outage in the community, and determine the appropriate action to reduce that or future outages.
3. A meter reader is no longer required to access your property each month or quarter, and smart meters remove estimated bills and catch-up bills due to under-estimated reads.
4. When properties are vacant, the smart meter can be disconnected remotely and re-connected as required.
5. With a smart meter installed, future opportunities may include flexible payment options such as payment over the internet or a mobile device application, or Pay As You Go to improve control of your energy bill and consumption.

More information

If you still have more questions, contact your energy retailer.