



Smart Meter Fact Sheet

The CitiPower and Powercor Australia Smart Meter Roll Out

- The smart meter roll out is one of the largest energy infrastructure upgrade projects since the development of Victoria's energy network.
- Smart meter technology will optimise the financial and environmental efficiencies of the State's energy infrastructure.
- More than 1.1 million smart meters will be installed by CitiPower & Powercor during the four year roll out that is scheduled to begin late this year and finish at the end of 2013.
- CitiPower & Powercor make up 40 per cent of Victoria's energy distribution network.
- All homes and small businesses will have their manual read meters replaced with smart meters. (Large electricity consumers already have smart meters.)
- Customers will be notified well in advance of their meter being exchanged.
- Electricity will be turned off during the meter installation which will generally take between 30 – 60 minutes.
- Time of use tariffs for customers with smart meters are likely to be introduced in 2010.
- Electricity retailers will recover the cost of smart meters on behalf of distribution businesses through electricity bills. The cost will be spread over fifteen years, to minimise the impact on customers.

The Benefits of Smart Meters

- Smart meters can record the time of energy use, allowing tariffs to be created that reflect the actual cost of generating electricity. Energy is more expensive in peak periods than in off-peak periods.
- Time of use tariffs encourage consumers to change their electricity consumption habits.
- To conserve energy, consumers need to know how and when they can use electricity more cost-effectively. The development of in-home displays and web applications will give the consumer direct access to information relating to their energy consumption and empower them make and monitor any changes they wish to make.
- Electricity retailers can package innovative products and services to better meet individual customer needs.
- Electricity distributors will be able to detect faults and respond to supply problems more promptly.
- Smart meters will help facilitate the emergence of electric and hybrid vehicles by allowing the use of unused capacity in the grid to charge vehicles and also the buyback of energy stored in the car at time of peak demand.

The Benefits for Consumers

- Consumers will have the tools to allow them to monitor, measure and actively manage energy consumption, and tackle the impact of climate change.
- Consumers will be able to optimise their energy use by taking advantage of lower priced off peak times and reduce costly peak time use.
- Outages will be detected and rectified more quickly
- Power quality information (e.g. voltage variations) can be monitored and managed.
- Meters will be able to be remotely connected and disconnected in more timely fashion, in situations such as consumers moving house.

June 2009