

Business and residential customers

# Smart Meters and Your Power Supply

A guide for  
recipients of  
new electricity  
smart meters



## The Benefits of

# Smart Meters

Smart meters have many capabilities that the old type manually read electricity meters do not have. Smart meters in Victoria will have the ability to:

- Record electricity consumption by the half hour
- Be remotely read so a meter reader does not have to visit your home or business
- Help you to find out how much power you are using and when, allowing you to manage your own energy consumption
- Enable remote connection of your electricity, such as when you move to a new address
- Help CitiPower and Powercor detect and locate outages and restore supply more quickly
- Help CitiPower and Powercor monitor and manage the quality of your power supply and to more efficiently manage the electricity network.

## The Future of Smart Metering

Your smart meter is a tool that measures and records how much electricity you use at different times of the day and week. When teamed with different electricity tariffs that reflect time-of-use rates (when these become available), you will be able to understand the cost of power consumption, and so better manage your electricity use. For example, moving your electricity use from peak to off peak periods will cost you less.

In the near future, smart meters will facilitate your access to electricity consumption data on internal home displays and on the internet through online metering applications.

## Smart Electricity Networks

In the future, smart meters will allow electricity distribution businesses to manage electricity at times of extreme peak demand so as to reduce pressure on the network, ensuring priority supply to sensitive electricity users such as schools and hospitals.

Smart meters will facilitate the integration of home area networks that could automatically detect and respond to different tariffs by managing major appliances and therefore reducing demand for electricity at peak times.

Encouraging consumers to shift power usage from peak to off-peak periods will also lessen the need for extra new equipment on the network, reducing future price increases.

## The Smart Meter

# Roll out

The Victorian Government has mandated that the manually read electricity meters that service most Victorian residential and small/medium business customers be replaced with new remotely read smart meters. This will create a platform that will empower customers to better understand and manage their energy consumption, and increase retail competition.

It will also allow the electricity network to be more effectively managed, and allow for the development of electricity tariffs that more accurately reflect the true cost of generating power.

### Smart Meter Costs

In the same way you pay for your current meter and electricity infrastructure (electricity poles and wires), the costs of implementing Victoria's smart metering system will be recovered through your electricity bill over a number of years.

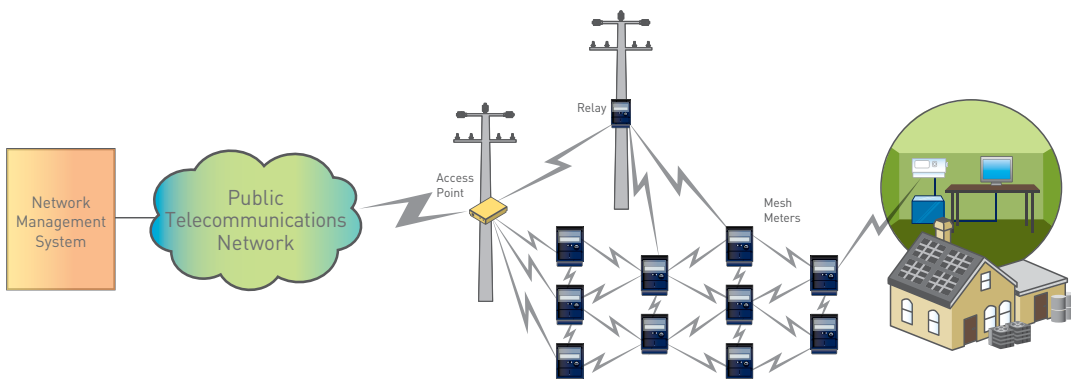


# Smart Metering

## Infrastructure

Smart meter communications technologies allow your meter to be read from a central point via radio links and the telecommunications network, instead of needing a meter reader to visit and read your electricity meter. We will not normally need to visit your property to read the smart meter once it has been installed, although we may still need occasional access to the smart meter for testing and maintenance purposes.

The smart metering system makes use of low power radio frequency (RF) transmitters to communicate meter readings. These communications frequencies are frequently used by many devices in Australian homes. The RF fields are well within Australian guidelines, and are weaker than most other sources in the home such as those produced by mobile phones, cordless phones and wireless routers.



### Meter Data Integrity

It is both dangerous and against the law to interfere with electricity meters. CitiPower and Powercor's smart metering infrastructure is equipped with security features to detect unauthorised access to the new smart meters and their associated communication networks.

We are accredited meter providers and meter data managers operating in accordance with National Electricity Rules.

The smart meters meet the National Measurement Institute's requirements for accuracy and we will continually test the accuracy of smart metering data throughout their operational life.



CitiPower and Powercor Australia

# Electricity distributors

CitiPower and Powercor Australia are electricity distributors. Our core business is to manage the poles, wires and equipment on our two distribution networks that deliver power to homes and businesses in inner Melbourne (CitiPower) and throughout central and western Victoria (Powercor).

We're a single business managing two separate electricity distribution networks, which supply power to your home or business on behalf of your electricity retailer – your retailer is the company that issues your power bill. We're responsible for the safety, reliability and quality of the electricity supply, and for restoring power outages quickly and safely if they occur.

CitiPower and Powercor Australia also own, manage and read our customers' electricity meters, which form part of the distribution network. Under a Victorian Government mandate, we will replace more than 1.1 million manually read meters during a four year smart meter roll out that is scheduled for completion at the end of 2013.

# Contact Information

CitiPower and Powercor Australia  
Locked Bag 14090  
Melbourne, Vic 8001



13 14 50

## Want to know more?

Then visit our websites for detailed information about smart meters and the rollout program.

**[www.citipower.com.au](http://www.citipower.com.au)**

**[www.powercor.com.au](http://www.powercor.com.au)**

For questions or comments regarding the installation and operation of smart meters, please contact:

CitiPower on 1300 783 860 or **[info@citipower.com.au](mailto:info@citipower.com.au)**

Powercor on 1300 783 882 or **[info@powercor.com.au](mailto:info@powercor.com.au)**

For questions regarding the Victorian Government smart metering program, please visit the Department of Primary Industries website at **[www.dpi.gov.vic.au/smartmeters](http://www.dpi.gov.vic.au/smartmeters)** or call 13 61 86

For questions about electricity billing, accounts or tariffs, contact your electricity retailer.

