

22 April 2015

Wilton Street  
Rosedale  
Invercargill 9810

Dear

Account number.

### **We'll be around soon to install your new smart meter**

We're installing our next generation of new electricity meters in your area soon. The best thing about the meter upgrade is that it will allow us to read your meter remotely every month so your bill will now be based on what you actually use (rather than a bill that has been estimated every second month or so).<sup>1</sup> Because they communicate remotely, smart meters can also help your local lines company manage their network better. Information from smart meters can help the lines company to reduce the chances of a power outage and, if an outage does occur, help them get you and your neighbours back up and running faster.

Another bonus is that you'll be able to track your electricity use online. This can be handy, because the more you know about how and when you use energy, the easier it is to manage how much you spend.

Have a read of the extra stuff you need to know about the installation over the page.

### **We'll be changing your meter over between 5 May 2015 and 5 June 2015**

The upgrade will happen during these dates between 8am and 6pm Monday to Friday, or 8am and 5pm on a Saturday. And, just to confirm, the property getting the new meter is:

Wilton Street, Rosedale, Invercargill 9810

The upgrade will take up to 45 minutes, and your power will be turned off for a bit during this time. Unless you have fitted a surge protector, it is best to protect sensitive electrical equipment by turning it off at the wall before the installer visits. After the power is back on, you'll probably need to reset your electrical things (clocks on ovens, etc). So you might need to get that manual out!

<sup>1</sup> The new meter service depends on network coverage, so there's a chance the meter signal could be unavailable if the network signal is down or weak. If this happens, we may need to provide an estimated bill or visit your property to read your meter. Ongoing site visits may be needed for maintenance or auditing purposes.



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**Please get in touch with us if:**

- **You, or someone at your property, relies on electricity for critical medical support**
- Your meter is indoors or it's tricky to access (for example, behind a locked gate)
- You have a security alarm or anything else that may be affected by a power outage
- There is a dog at the property that may put our installer at risk
- You would like to make an appointment. (For example, you might like to know exactly when the power will be switched off, or want to be home when the installer visits.)

If any of these apply to you, please call our meter installer on 0800 744 262 between 8am and 9pm Monday to Friday, or between 9am and 5pm on Saturday. If you're asked for your 'ICP' number, here it is:

Thanks for your co-operation, we really appreciate it.

Yours sincerely



James Kilty  
**General Manager Sales & Customer Experience**

## **The extra stuff you need to know...**

### **Pricing/billing related:**

- If we find that the meter or network information we rely on to set your pricing plan is incorrect, we may need to amend your pricing plan. We will let you know if this happens.
- If you are a DualEnergy™ customer, your billing date will change slightly so your gas and electricity bills can be sent at the same time. This means the first bill you receive after your new meter is installed may be for a slightly longer billing period than usual.

### **Property related:**

- The new meter can only be installed if your existing meter board is up to scratch. That means that, to allow the job to be done safely, both the wiring and the meter board need to be in good enough condition, and the meter board needs to be big enough for the new meter. If your meter board or the wiring (or both!) don't measure up, we'll let you know and we can talk through options with you.
- At some properties, we may need to attach a small aerial (about 30cm) to the meter box to ensure a strong network signal.
- We may need to trim or tie back trees or shrubs, or move items which are obstructing safe access to your meter. We would appreciate your help to make sure we can get safe access to your meter before we visit. We will always ask your permission before any trimming work is done.
- If we hold a key for access to your property, we will securely destroy it once we're sure we're getting regular remote readings from your new meter. Or, let us know if you want the key back and we will return it to you.

### **If you have natural gas:**

- At this stage, your new meter is for electricity usage only. If you have a gas meter, a meter reader will continue to visit your property to read your meter.



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