



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

New meters are smart meters

All new and replacement electricity meters installed in SA homes and small businesses are smart meters.

A smart meter is a digital electricity meter that records your electricity use and sends the data to your electricity provider through the internet.

How smart meters can help you

A smart meter can help you:

- get accurate and up-to-date information about your electricity usage
- monitor your electricity usage
- reduce or change your usage to reduce your bills
- get connected and switch providers or contracts quickly
- avoid getting an estimated bill.

Better contracts

By helping you understand your usage, a smart meter can help you choose the contract that's best for you.

For example, if you can use most of your electricity during the day, you may be better off on a contract that rewards you for using electricity during lower-priced off-peak periods.

Smart meters and your health

Smart meters use wireless technology. If you are concerned about wireless technology, you will find more information here:

- the Australian Radiation Protection and Nuclear Safety Agency's website at www.arpansa.gov.au

- the South Australian Office of the Technical Regulator's website at www.sa.gov.au/topics/energy-and-environment/electrical-gas-and-plumbing-safety-and-technical-regulation
- the South Australian Government website at www.sa.gov.au/topics/energy-and-environment/meters-and-bills/smart-meters
- the Australian Energy Regulators website at www.aer.gov.au/consumers/aer-resources.

Opting out of a smart meter

When you need a new meter

If you need a new meter, your provider will install a smart meter, even if you don't want one.

You don't have the right to say no and opt out but you do have the right to ask your provider to:

- turn off your smart meter's wireless technology
- read your meter manually.

Your provider may charge you for this – and the costs for manual meter reads will continue until your smart meter's wireless technology is turned on.

When you don't need a new meter

If your provider just wants to replace your meter with a smart meter, you don't have to have one. You have the right to say no and opt out. You can keep your old meter until it no longer works.

Changing plans

Some new contracts will ask you to waive this right to opt out so your provider can replace your meter with a smart meter whenever it wants to.

If you don't want to have a smart meter, you must make sure that the contracts you sign don't ask you to waive this right.

Your provider's responsibilities

When your provider wants to replace your meter with a smart meter, they must send you two notices between 60 and 15 days before the installation date.

The two notices must tell you:

- that you have the choice to opt out of installing a smart meter
- how to opt out
- the planned date and time for the meter replacement
- the deadline for opting out – this must be no earlier than 7 days before your provider wants to install the smart meter
- what upfront fees you must pay
- the provider's contact details.

You can only choose this opt out option if you haven't already waived your right to opt out when you accepted a contract.

Installing your smart meter

Access

When a smart meter is being installed, you must give the installer safe and easy access. If you don't allow safe access, the provider can disconnect your electricity.

Interrupting your supply

Your provider needs to turn off your electricity to install your smart meter so they must give you at least 4 business days' notice to do it.

The provider must tell you:

- the date and time it plans to install the meter
- how long your electricity will be off
- a 24-hour telephone number for you to call if you have any questions.

Restoring your supply

Your supplier must restore your electricity as soon as possible after your smart meter has been installed.

Who to contact

Your energy provider is responsible for your meter and for collecting the data it records. Contact your provider if:

- you have a problem with your smart meter
- you think your bill is wrong
- your electricity was disconnected, and you think it was a mistake.

Your provider's details are on your bill.

SA Power Networks is responsible for getting power to your property. Contact SA Power Networks on 131 261 if:

- your electricity stops working
- your supply is poor or you have a blackout
- you notice a fault or emergency like a broken wire or a pole that is down.