



Jemena
Vital Service. Vital Planet.

Important new electricity information



Jemena Electricity Networks Smart Meter Guide



Energy in Australia is Changing

How we use electricity, how much we use, where we source it and how much we pay for it is already impacting all households and businesses.

Some of the major changes are:

- **a shift to cleaner, but more expensive sources of energy**
- **growing household and business demands for electricity at peak times, and**
- **the necessary replacement of ageing infrastructure**

These changes provide a unique opportunity for electricity customers and electricity distribution businesses such as Jemena, to work together to find new ways to better understand our electricity use at work and at home.

Smart meters are one way to assist with that change.

The Victorian Government has already responded to these changes. An extensive review of the smart meter program determined that, amongst other benefits, smart meters offered customers the opportunity to better control their electricity use.

In 2011, the government confirmed all Victorian households and small businesses must have analogue meters upgraded to a digital smart meter by the end of 2013.

What is Jemena's role in this change?

Jemena is your electricity distribution company.

It's our job to ensure you get safe and reliable supply of electricity whenever you need it. We want to help you cope with the electricity supply and cost changes you're now experiencing.

To do that, we're currently working hard to upgrade all your network's vital infrastructure, including the meter at your property.

Part of our work involves replacing the old analogue electricity meter with a digital smart meter under the Victorian government's mandatory replacement program.



We are responsible
for safe and reliable
electricity distribution to
over 315,000 customers.



The Benefits of Smart Meters

For the first time in history, customers in Victoria can have easy access to electricity meter data information about how much electricity they are using and how much it is costing on a daily basis.

Electricity customers can benefit in a number of ways from the installation of a smart meter:

- ➞ **Have a better understanding of how much electricity you are using and how much it is costing.**

A smart meter can assist you to better understand your electricity bill.

For the first time ever, via the capabilities of the new meter and when used in conjunction with the Jemena Electricity Outlook web portal or In Home Display (IHD), you will be able to see how much electricity you're using, when you're using it and how much it's costing you.

This new information can help assist you to change how much electricity you use and when you use it, set consumption targets and better compare retail offers – all of which can lower how much you pay for the electricity you really need.
- ➞ **Have remote readings so a meter reader does not have to visit your home or business.**

A smart meter records your electricity use accurately every half an hour. So no more paying for a meter reader to come out and read your meter.
- ➞ **Have the meter remotely read to reduce the need for retailers to estimate your bill.**

Less people waiting three months for an, often, estimated bill that doesn't give you the information you need to better understand your electricity use and cost.
- ➞ **Have remote connection of your electricity when you move into a new home.**

No more paying and waiting for someone to come to your premises and connect or disconnect your electricity supply when you move. Better service at lower cost to you.
- ➞ **Have supply restored faster after an outage.**

Jemena, your electricity distributor, will be able to detect and locate an outage at your premises as soon as it occurs. No more having to ring us up and tell us you don't have electricity at your home or business and there will be less chance of coming home, or arriving at work, to no electricity.

Check your email, SMS and Electricity Outlook for all the information you need about an unplanned outage at your premises.



New Customer Information

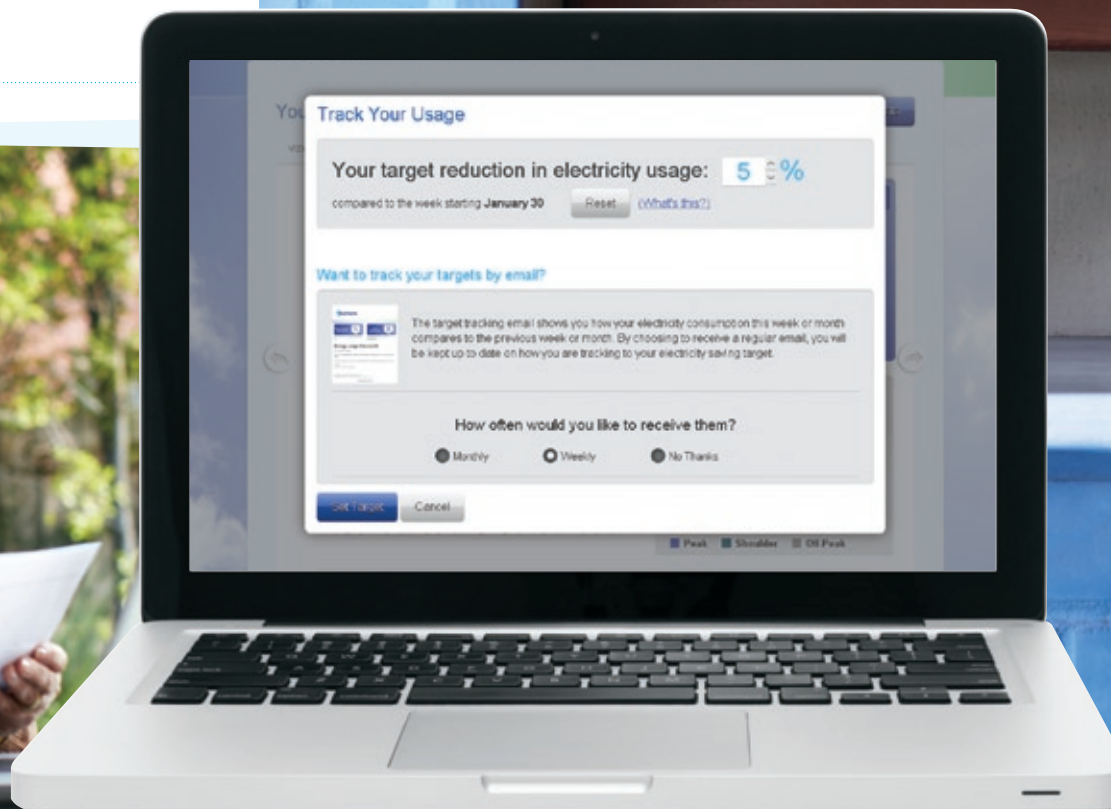
Easy access to information about your electricity consumption.

At Jemena, we have developed new tools to give you easy access to new information about your electricity consumption. This information can help you take greater control of your electricity use and your power bill.

The smart meter at your property can be connected to either the Jemena Electricity Outlook web portal, an In-Home Display (IHD), or both.

These tools will provide you with daily information about how much electricity you are using and how you can reduce consumption and costs. This information will also make it easier for you to shop around to find a retail offer that best suits your household needs.

Jemena's Electricity Outlook web portal





Jemena's Electricity Outlook Web Portal

Electricity Outlook web portal.

Electricity Outlook is Jemena's free web portal to help you better understand your electricity usage. The portal comes with an online user guide and multilingual video and can be accessed* via a computer, smart phone or tablet and will enable you to:

- download your meter consumption data history from date of meter activation
- track and compare your electricity consumption on a daily, weekly, monthly, seasonal or yearly basis
- set savings goals to change your electricity consumption behaviour
- access key information to help you improve consumption habits and compare offers from different retailers
- access solar information (for solar PV customers)
- connect an IHD device to retrieve your electricity consumption in real-time

How to access Electricity Outlook.

Electricity Outlook can be accessed once the smart meter at your property is fully operational and communicating. This may take up to a week from date of install.

You can then start using the portal by registering at: electricityoutlook.jemena.com.au

With Electricity Outlook you can:

- ➔ Set an energy target and track your progress
- ➔ Compare your usage to others in your suburb
- ➔ Identify your energy costs and usage times
- ➔ Receive email/SMS notifications of power outages in your area

In-Home Displays.

In-Home Displays (IHDs) are small, portable devices that show your electricity usage in real time by accessing information from the smart meter. The displays are wireless, typically rechargeable and magnetic, making them easy to place in your home and monitor your electricity consumption instantly.

For further information about In-Home Displays, visit www.saveenergy.vic.gov.au for a list of accredited providers that can install a subsidised IHD.

In-Home Displays will be available later in 2012 and subsidised through the Victorian Government's Energy Saver Incentive Scheme.

For more information visit www.dpi.vic.gov.au/smartmeters or www.saveenergy.vic.gov.au



Jemena's Electricity Outlook web portal

In-Home Display

* If you do not have a home computer, you can still access your consumption data information by using a public/external computer (eg: library or workplace)



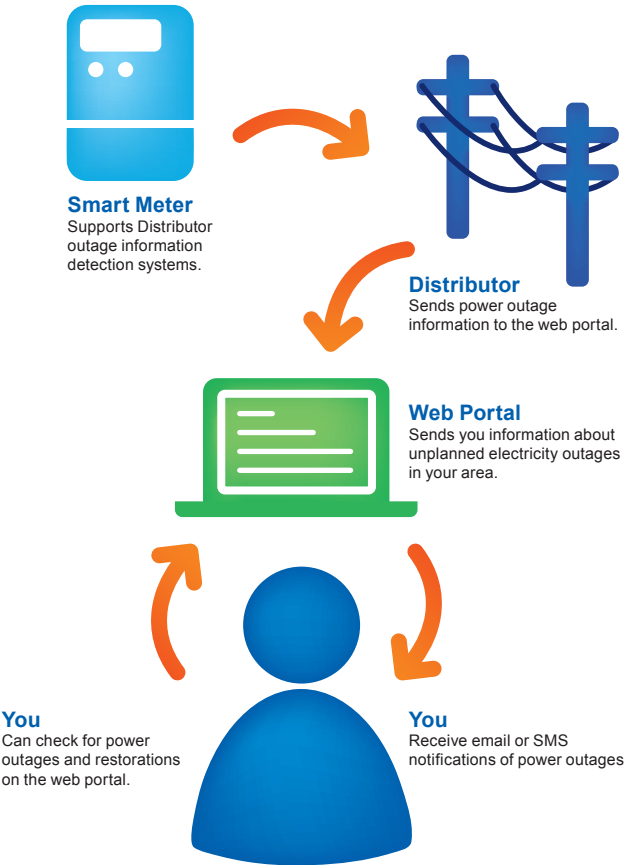
This power outage notification service has been introduced based on recommendations from the 2009 Victorian Bushfires Royal Commission.



Staying Informed During a Power Outage

You can register on Electricity Outlook to receive power outage notification and power outage restoration information via SMS and email on a computer, smart phone or tablet.

What happens when a power outage occurs?





Staying Safe

Delivering a safe and reliable supply of electricity to you is our number one priority.

We are committed to ensuring the safety of the community, our employees and contractors while we go about our work.

Part of our process for installing smart meters involves providing all customers with a free safety check of the meter box.

Since the rollout commenced in September 2009, Victoria's electricity distributors have installed more than 1.2 million new smart meters across Victoria. At every installation, a qualified and accredited installer checks and tests meter boards, enclosures and connector boxes and looks for signs of damage and illegal or unsafe wiring.

Over 10,000 homes with dangerous wiring or other defects have been discovered and fixed as part of the smart meter program.

Some of the customer property safety issues have included wire and meter panel deterioration and weather damage to the installation.

As part of our commitment to community safety, Jemena's Customer Defect Management Process has fixed the electrical safety problems of thousands of Victorians, many of whom were unaware of the safety risk at their property.

The Customer Defect Management Process.

The aim of Jemena's Customer Defect Management Process is to protect customers from potentially harmful situations in accordance with state safety regulations. The process involves fixing safety defects* identified at customer properties before the installation of a new smart meter.

**A customer side defect is an electrical installation that does not comply with important safety regulations and poses a risk to those in and around the property. A level one defect requires immediate rectification before power can be restored to a property, a level two defect must be rectified within 30 days.*

At Jemena we are installing 315,000 smart meters across our network area.

This means thousands of Victorians are receiving free safety checks at their homes and businesses.





Electricity Distributors and Retailers

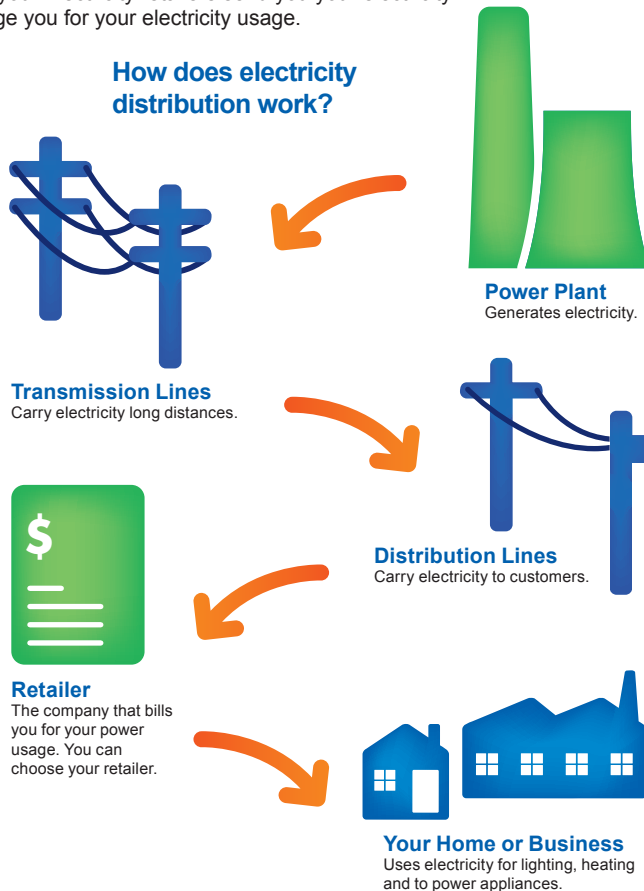
Jemena is the electricity distributor that owns the poles, wires and meters across Melbourne's north-western suburbs, including your area.

What are the differences between electricity distributors and retailers?

Distributors own and manage the meters, poles and wires that deliver electricity to your home. There are five electricity distributors licensed to deliver electricity to customers in Victoria. Each distributor is responsible for a specific geographic region.

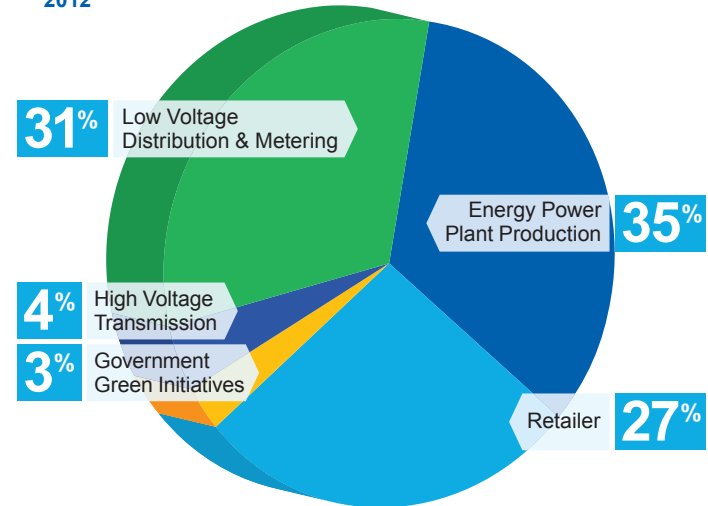
Electricity Retailers buy electricity from the generator, then add transmission, distribution and government charges and sell the electricity to you. Electricity retailers send you your electricity bill and charge you for your electricity usage.

How does electricity distribution work?



Indicative Residential Electricity Price Breakdown.

2012*



*Source: Australian Energy Market Commission (AEMC), *Possible Future Retail Electricity Price Movements: 1 July 2011 to 30 June 2014 Report*, 2011.

Note: Data is calculated based on Victorian standing offer tariffs. For those customers who have market-based arrangements with retailers, the retail component is likely to be lower than illustrated above and other components slightly higher.





The Victorian Government has directed that all residential and small business electricity customers will have a new smart meter installed as part of the state-wide upgrade program.



Frequently Asked Questions

What is a smart meter and how does it work?

A smart meter is an electronic meter that records energy consumption in intervals of 30 minutes and communicates this information back to the electricity distributor. The information is then passed to your electricity retailer for billing purposes.

Do I have to have a new smart meter?

Yes. The Victorian Government has directed that all residential and small business electricity customers will have a new smart meter installed as part of the upgrade by the end of 2013.

Do I own the new smart meter?

No. The new smart meter, like the existing electricity meter at your property, is considered part of the electricity network infrastructure and owned by your electricity distribution company.

Can I refuse to have a smart meter installed?

No. The Victorian Government has completed its review of the smart meter program and confirmed that all Victorian households and small businesses must have the existing electricity meter replaced with a smart meter by the end of 2013. There will be no more deferrals and customers who previously chose to defer the meter exchange while the government undertook their review will now also have a smart meter installed at their property.

Where can I get information about smart meter health and safety (including Electromagnetic Field and Radio Frequency details)?

Visit the website of the Department of Primary Industries at www.dpi.vic.gov.au/smart-meters or call 131 186.

Will my electricity tariff (rate) change with a smart meter?

No. There will be no change to your tariff as a result of smart meter installation.

What are the costs of a new meter?

In accordance with state government policy and approval from the Australian Energy Regulator (AER), all Victorians started paying for the new meters from January 2010, regardless of whether they have received a new meter or not. In 2011, the annual metering service charge, as approved by the AER, for Jemena customers was \$136.70. In 2012, this annual charge has increased to \$153.95.

Who will exchange the meter?

A qualified meter installer from Jemena's authorised third party provider Service Stream will perform this work on our behalf. Service Stream staff can be recognised by their branded uniforms and identification cards. Before installing a new meter, Service Stream will perform a safety assessment of Jemena's assets and your meter enclosure. They will advise you of any safety or non-compliance concerns and how to manage any issues should they arise.

When will the meter be installed at my property?

You will receive a letter shortly notifying you of a 10 day period during which Service Stream will install a new meter.

What should I do if I am renting?

It is advisable to notify your property manager or landlord about the upcoming meter exchange.

Do I have to be home for a meter to be installed?

No. Meter installers will proceed with the exchange even if you are not at home. If the installation is unable to proceed, we will make an appointment with you to reschedule the exchange. If you would like to be there at the time of the meter exchange, please contact Service Stream on (03) 9937 6766 to arrange an appointment.

What do I need to do?

Please ensure the meter technician has safe and clear access to your meter box. To install the new meter, the power at your property will be turned off for approximately 30–60 minutes. To ensure this supply interruption does not cause you any inconvenience, please check whether you need to take any precautions to protect your computer, alarm systems or other electronic devices. Please note, at some properties a small, disc-like antenna may also need to be installed on the meter panel.



What are the qualifications of the meter installers?

All smart meter installers are qualified and certified in accordance with Energy Safe Victoria standards.

What safety standards does the installation process meet?

The safety regulator (Energy Safe Victoria) and the State Government have confirmed that meters and installation processes meet strict, industry safety standards.

For further safety details, please visit the Jemena website at www.jemena.com.au or the **Department of Primary Industries website** at www.dpi.vic.gov.au/smartmeters or call 13 61 86.

Is my consumption data information secure and will it remain confidential?

Yes. Smart meter and Electricity Outlook data is secure. We ensure consumption data remains private through tight privacy controls and compliance with the Federal Privacy Act.

What happens if someone at my property has critical medical needs?

If you have completed and lodged the necessary forms with your electricity retailer, they will have informed Jemena of your life support status. If you are unsure whether you have notified your retailer, please contact them as soon as possible.

What do the new meters look like?

The *i-Credit* range of smart meters is a direct-connected 'intelligent credit' electricity meter. This is typical of what will be installed to replace the old meter.

The *i-Credit* 500 is an advanced single-phase intelligent meter for deployment in domestic installations.



i-Credit 500 smart meter is typical of the type of meter being installed to replace the old meter





Who is Jemena?

Jemena is a national infrastructure company that builds, owns and maintains a combination of major electricity, gas and water assets.

Our tagline 'Vital Service.Vital Planet' highlights the importance of energy supply and being sustainable. It also challenges us as a community to consume energy as efficiently as possible.

We proudly provide an essential service that touches the lives of everyone in our network area. From sports teams training under lights at night to businesses delivering services, each activity is powered by us.

Jemena Electricity Networks owns and operates the poles and wires delivering electricity to homes and businesses across Melbourne's north-western suburbs.

We are responsible for safe and reliable electricity distribution to over 315,000 customers.



Why are we installing Smart Meters?

Many of the electricity assets in Victoria, including meters, date back to the 1950s.

In 2009, the Victorian Government directed the deployment of Advanced Metering Infrastructure (AMI), which includes smart meters, to all Victorians consuming less than 160 MWh per annum (residential and small/medium business customers).

AMI is a significant investment to modernise the state's ageing electricity infrastructure and prepare Victoria for increased demand on the network and help customers better manage their energy costs and conservation.

Replacing old analogue meters with new, digital smart meters will empower Victorian customers for the first time. By using smart devices connected to the smart meter, such as Jemena's Electricity Outlook web portal, In-Home Displays and smart appliances, all Victorian households and small businesses will be able to better understand their electricity usage and costs.





Jemena
Vital Service. Vital Planet.

Distribution Area

The map below illustrates the Jemena distribution area across Melbourne's north-western suburbs. For more information visit: www.jemena.com.au

VICTORIA

JEMENA
DISTRIBUTION AREA

MELBOURNE

-  JEMENA DISTRIBUTION AREA
-  GREATER MELBOURNE

Delivering electricity to over
315,000 homes and businesses across
Melbourne's north-western suburbs

Providing service to over 950 square kilometres through
6,000 kilometres of power lines and over 92,000 poles

Jemena's Electricity Outlook web portal electricityoutlook.jemena.com.au
Portal queries electricityoutlook-support@jemena.com.au
Other queries smartmeters@jemena.com.au
Website www.jemena.com.au
Postal address Locked Bag 7000, Mount Waverley VIC 3149



Are you a customer with special needs?

If you are a customer with special communication needs, we can tailor our contact with you to accommodate those needs in the most convenient way.

Jemena Faults & Emergencies (24hrs).....13 16 26

Australian Communications

& Media Authority 03 9963 6800
www.acma.gov.au

Australian Energy Regulator1300 302 502
www.aer.gov.au

Department of Primary Industries.....13 61 86
www.dpi.vic.gov.au/smartmeters

Energy Safe Victoria03 9203 9700
www.esv.vic.gov.au

Energy & Water Ombudsman of Victoria 1800 500 509
www.ewov.com.au

If you need a translator, call: 13 14 50



إذا كنت بحاجة إلى مترجم إتصل بالرقم: 13 14 50

如果您需要翻譯，請致電：13 14 50

Ako trebate tumača, nazovite: 13 14 50

Αν χρειάζεστε διερμηνέα, τηλεφωνήστε: 13 14 50

Se hai bisogno di un interprete, chiamate: 13 14 50

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Jeśli potrzebujesz tłumacza, zadzwoń: 13 14 50

Se você precisar de um intérprete, ligue para: 13 14 50

Ако треба тумача, назовите: 13 14 50

Si usted necesita un intérprete, llame al: 13 14 50

Eğer tercümana ihtiyacınız varsa lütfen arayınız: 13 14

Nếu bạn cần một thông dịch viên, xin gọi: 13 14 50



100%
PCW
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*This information was correct
at time of print (12 June 2012)*

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