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27 February 2014

Jemena Electricity
Networks (VIC) Ltd
ABN 95 052 167 405
www.jemena.com.au

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KEILOR EAST VIC 3033

Important Electricity Information – Smart Meter Installation

Jemena Electricity Networks (Vic) Ltd (Jemena) is the electricity distributor that delivers electricity to your property. We own and operate the electricity network (poles, wires, and meters) that supplies 320,000 properties across Melbourne's north-western suburbs.

The Victorian Government mandated the rollout of smart meters for all residential and small business electricity customers, and it is the Government's policy that smart meters are now the standard meter in Victoria.

With more than 2.5 million smart meters already installed across the state, the rollout is near completion. To date, Jemena has installed smart meters to more than 90 per cent of properties in its distribution area.

Smart meters will enable distributors and retailers to offer you a range of new services and products. With a smart meter, you will be able to better understand your electricity usage through the use of in-home displays and web portals, which will enable you to take more control of your electricity usage and consider options such as flexible tariffs that may save you money.

We have been in contact with you previously about installing a new smart meter at the above mentioned property. As of the date of this letter, we have been unable to arrange the necessary access with you to carry out the required works.

The Victorian Government has confirmed that from March 2015, electricity distributors will be entitled to recover the costs of maintaining a separate metering service from those customers that continue to refuse a smart meter. To avoid this additional charge, we request you contact us as soon as possible to make an appointment to install your smart meter.

To book an appointment please contact Jemena Customer Relations: 1800 447 998 or smartmeters@jemena.com.au

If your smart meter has already been installed, thank you for your assistance and please ignore this notification letter.

If we do not hear from you within ten days of this letter we will consider that you have declined our offer to replace the old meter with a smart meter, by reason of you refusing Jemena access to the meter at your property.

If you would like to know more about smart meters, please visit the Victorian Government website at <http://www.smartmeters.vic.gov.au> or call 136 186.

Thank you for your co-operation.

Yours sincerely,

[REDACTED]

Stakeholder Relations Manager
Jemena Electricity Networks

If you need a translator, call 13 14 50

