AusNet

Update to our electricity meter reading services

Dear Customer

We'd like to update you on the changes to our meter reading services, outlined in the letter we sent you in December 2022.

No fee for manual meter reading

After much consideration, we have decided not to charge a fee for manually reading your meter.

Please disregard our previous letter.

We apologise for any confusion or inconvenience this may have caused.

Smart meter upgrade

If you asked us to upgrade you to a smart meter, we'll contact you in a few months to arrange your meter upgrade, free of charge.

Visit **ausnetservices.com.au/smartmeters** to learn more about the benefits of smart meters.

New delivery partner

We have a new delivery partner performing manual meter reads. They'll carry ID and provide the same high standard of service. You don't need to be home, but they'll need clear and safe access to your meter.

Regards
Customer Communications Team

FAULTS AND EMERGENCIES
13 17 99

GENERAL ENQUIRIES
1300 360 795
8am-5pm, weekdays

If you need an interpreter call **131 450**.

Provide our phone number when choosing your preferred relay service access option.

AusNet
Locked Bag 14051
Melbourne City Mail Centre
Melbourne VIC 8001

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