

Dear Customer

PRELIMINARY NOTICE OF INTERRUPTION TO ELECTRICITY SUPPLY & UPGRADE OF NETWORK METERING ASSET

We have scheduled works on your electricity supply and wish to advise that your premise will experience a planned outage on **19/06/2023** for approximately **1.5 hours** between **09:30AM-11:00AM**

The planned outage is essential to the safety of our crew and your household while we replace the electricity meter with a new smart meter. These works cannot be done safely without turning off your electricity supply.

United Energy requires access to your internal switchboard for testing once the smart meter exchange has been completed. **Please ensure access is available to our technician on the day or contact us directly if you need assistance.**

If we are unable to gain access to the internal switchboard after the meter exchange, your electrical supply will be left off and you will need to call United Energy on 8846 9982 during business hours or call our 24/7 call centre on 132 099 to have your electrical supply reconnected.

We're committed to providing all our customers with as much notice possible so that preparations can be made. Please note if you choose to hire a generator, the coordination and costs are your responsibility.

The Electricity Distribution Code does not guarantee uninterrupted supply. As per Section 5.3, "a distributor may interrupt supply at any time". It is up to individual customers to have plans in place to manage planned outages.

Section 16(c) of the Electricity Distribution Code also states that a business customer must take reasonable precautions to minimise the risk of loss or damage to any equipment, premise, or business.

If you need more information about the outage, please contact the Legacy Meter Exchange Project team on 03 8846 9982. We thank you in advance for your cooperation.

Regards,

Legacy Meter Exchange Project Team
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TIPS ON HOW TO PREPARE FOR AN OUTAGE