



# Power of Choice (PoC)

## Frequently Asked Questions

### Why is the industry moving to digital meters?

PoC reforms are a new set of rules being brought in by the National Electricity Regulator. These rules make the installation of Type 4 digital (interval) meters mandatory when a new or replacement meter is needed. This change is coming into effect on 1 December 2017.

### What is a Type 4 meter / digital meter?

Retailers are using the term 'Type 4 digital (interval) meter' to describe a meter that records power use in 30 minute intervals, has a digital display and has a remote communications device which allows for remote meter reads in a 3G/4G network area. These are also known as Type 4 digital meters with communications.

### What does the move to digital meters mean for customers?

The introduction of this new digital metering technology is intended to give customers more control in managing their electricity:

- Usage data is captured every 30 minutes, allowing customers more visibility over their electricity consumption;
- Monthly billing allows for better budget management; and
- Customers are likely to be able to view their usage online on a daily, monthly or yearly basis and, in time, project their final bills and set alerts to better manage their power use.

### Who will customers have to contact about meter installations, replacements and upgrades?

From 1 December, customers will deal solely with their Retailer for all requests in relation to the installation, update or maintenance of metering services.

Customers may see more electricity industry providers (e.g. Meter Providers) onsite to conduct work at their premises when they submit a request to their Retailer to install, upgrade or maintain their electricity supply (e.g. Distribution Network Service Provider field crew (Energen), Meter Providers and Electrical Contractors).

### Can customers opt out of a new Type 4 digital meter?

A customer can refuse to have a Type 4 digital meter, in which case, the new digital meter will still be installed, but the communications capability is not installed. This meter is known as a Type 4A; these meters are not recommended as many of the digital meter customer benefits are not included.

### How much will the new meters cost and will customers be charged?

Yes, there will be a charge for a new meter. Retailers are currently finalising pricing for digital meters – for more information please refer your customer to their Retailer.

### Will it take longer for customers to have their electricity connected?

Retailers will co-ordinate requests for all new connections, replacement meters and service upgrades to reduce the likelihood of electricity supply work taking longer.

### Are digital meters a health concern?

No, the RF EMR emissions from digital meters are regulated by the Australian Communications and Media Authority (ACMA). ACMA's regulatory arrangements require wireless devices, including digital meters to comply with the exposure limits in the ARPANSA RF standard. For more information refer your customers to access the ACMA website.

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### Change to Metering Comparison

The introduction of PoC reforms will result in a number of key market changes and will lead to more benefits for customers. The table below highlights some of the changes customers can expect:

Existing Type 6 Meters	Type 4 Digital Meters (with communications)
Current Type 6 basic meters are read manually on a quarterly basis.	Type 4 digital (interval) meters with communications can be read remotely and capture data every 30 minutes.
Electricity bills are currently synced to 3 monthly meter reads.	Monthly billing options can provide more manageable bills.
All Type 6 basic meters currently require manual reads at the premises.	Type 4 digital (interval) meters can be read remotely with meter data uploaded by 3G / 4G every 24 hours.
Tariff changes currently require a site visit.	Fast tariff changes with remote capacity to switch tariffs are possible with the new Type 4 digital (interval) meters.
Distribution network teams must attend site to de-energise or re-energise a premises.	<p>Disconnections can now be undertaken remotely (no work onsite for de-energisations), making disconnections faster and easier.</p> <p>Remote reconnections are currently not allowed due to current legislation; however these may be possible if this legislation changes.</p> <p>Retailers will be able to remotely carry out vacant property reads at a customer's request.</p>

### What does churn a meter mean?

Meter churn refers to when a Type 6 Basic meter is replaced by a new Type 4 Digital Meter.

### What is the difference in responsibility of the Distribution Network Service Provider (Energex) and the Metering Provider?

It is anticipated the Distributor Network Service Provider will attend site first to complete the supply service component and connect to the Meter Isolation Link. The Metering Provider will follow within 10 business days to install the metering. Where the Metering Provider has engaged Energex to perform the metering component, Energex will complete metering works at the same time as the supply works.

### When are customers expected to change from Type 6 to Type 4 meters?

Where the customer's existing Type 6 meter is at the end of its life, fails, or can't perform required functions it will be replaced with a Digital Meter (Type 4). Alternatively, Retailers may run meter replacement campaigns requesting customers to change their meter.

### Will all Type 4 meters be read remotely?

Yes, unless a Type 4A meter has been installed. Type 4A meters will be installed where a customer has opted out of Type 4 or the location does not have wireless communications available.

### Will all Metering Providers be installing the same brand of Type 4 metering?

The type of meter will be the same (Type 1-4) however; the brand of the meter is likely to differ.

### Will the Energex Electrical Contractor Hotline still be available for technical enquiries post 1 December 2017?

Yes, you will still be able to contact the Energex Electrical Contractor Hotline for technical enquiries.

It is preferred that you refer to the Queensland Electricity Connection and Metering Manual (QECMM) initially before phoning the Electrical Contractor Hotline.

### Will the Metering Provider be responsible for the installation of a Controlled Load device?

From 1 December 2017, the Controlled Load device is required to be a separate network device and will continue to be installed by Energex.



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### Who should be contacted if the Metering Provider has not attended site after Energex has completed their work?

You should contact the customer's Retailer as they will be able to provide an update on the status of their Metering Provider's work.

### Will I need to select new metering types on the Form A to facilitate the installation of Type 4 metering?

The metering selection types available on the Electrical Partners Portal will not change.

### Does the Metering Provider offer Third Party Billing arrangements?

You will need to discuss this with the Retailer / Metering Provider as to whether they provide the option of Third Party Billing.

### When upgrading a NMI from single phase to multiphase, who is responsible for upgrading the meter panel if there are space restrictions in the existing panel?

The Electrical Contractor completing the multi-phase upgrade will be responsible for upgrading the meter panel to accommodate the extra space required.

### Can a Metering Provider relocate existing Type 6 Meters?

No, a Metering Provider can only relocate the metering owned by them. The Distribution Network Service Provider is required to move the Type 6 Meters.

### If a Type 6 meter and its meter box is damaged as a result of a natural disaster, who will be responsible for the replacement of the meter and the rectification of the meter box?

If a customer's installation is damaged as a result of a natural disaster, the Electrical Contractor would be required to make repairs as per the current process. If as a result of the damage the Type 6 meter was unable to be replaced a Meter Fault and Issue Notification would be sent to the Retailer and a Type 4 meter would be required to be installed.

### I need to replace the property pole at a customer's premise. New consumer mains and meter isolation links are also required as the meter panel will need to be relocation to the new pole, will this force the metering to churn to Type 4?

#### 1. Existing Type 6 meter:

If there is no change in load requirements and only a Point of Attachment Relocation and Move Meter is required, then there is no requirement for a meter change.

#### 2. Existing Type 4 meter:

If there is no change in load requirements and only a Point of Attachment Relocation and Move Meter is required, Energex and the Metering Provider will work together to coordinate an appointment to complete all components of the job.

### My customer is installing Solar – will they still be able to have a Type 4 meter?

Yes, all meters installed after 1 December 2017 are required to be Type 4 digital meters.

### Where on the board should the Meter Isolation Link and Meter Neutral Link be mounted?

This is as per the existing process as stipulated in the QECMM.

### When will a coordinated appointment be required?

#### 1. New Connections

New Connections will only require a coordinated appointment when transferring from a Temporary Builders Supply to a Permanent Connection.

#### 2. Existing Connections

Already connected premises will only need a coordinated appointment when cutting over to a new switchboard or if the existing meter needs to be exchanged. This is to ensure the customer is not left without power for an extended period of time.

### Is there a specific end date for when all required paperwork is to be submitted to ensure the customer receives a new Type 4 digital meter?

There is no end date for Type 4 meter installations.

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### What is the process to restore a customer's supply in an emergency?

If the customer has lost power due to a metering fault, regardless of the metering type, Energex will attend and bypass the meter to restore supply to the customer. They will then issue a Meter Fault and Issue Notification to the Retailer to notify them of the situation. The Retailer will ensure the Metering Provider attends to rectify the metering fault.

### Will Energex continue to perform move meter services?

Energex will not move a Type 6 meter in the Energex Distribution Network area. This request will initiate a meter churn.

### Will I still need to submit paperwork via the Electrical Partners Portal if the meter seal had to be broken?

Yes, you must still submit the relative form via the Electrical Partners Portal to notify of a broken meter seal. Energex will then notify the relevant Retailer.

### Will Energex know if the customer has been remotely disconnected?

The Metering Provider will be able to submit a notification to advise the customer has been remotely disconnected.

### How will Electrical Contactors know who the Retailer is?

Your customer should advise their Retailer to you.

### Can I still speak to Energex regarding the fees associated with metering?

You will need to refer to your customer's Retailer for fees associated with metering as the Retailer's Metering Provider is now responsible for metering.

### Can I still order CT Meters like I do now?

Yes, you can continue to order CT Meters you do today.

### Will the portal notify the electrical contractor was the Distribution Network Service Provider has connected up to the meter isolation link?

Yes, the portal will continue to send email notification of when a job has been completed by Energex.

### Is the Distribution Network Service Provider still responsible for providing the NMI number?

Yes, the Distribution Network Service Provider will still be responsible for providing the NMI number.

### Where will the meter number be located on the meter?

This is dependent on the meter you have installed; contact the relevant Metering Provider for further information.

### Who is responsible for the disconnection of the relay and the disposal of it?

The Distribution Network Service Provider is responsible for the removal and disposal of a relay.

### Will there be different processes for lodging defect notices for each Metering Provider?

Yes, each Metering Provider may have a different process for lodging defects; contact the relevant Metering Provider for further information.

### Will customers lose their 44 cent Feed in Tariff (FiT) if they change their Retailer?

Customers should not lose their Solar 44 cent FiT entitlement when changing Retailers. Refer your customer to their Retailer for further information around Solar FiT entitlements.

### Who should customers call if they have questions regarding the accuracy of their metering?

Customers should contact their Retailer for all enquiries relating to their account and metering.

### Will there be additional costs for customers with the inclusion of Metering Providers?

Customers will need to refer to their Retailer for any costs associated with their metering and services.

### What number do I call if I am having an issue with the Energex Electrical Partners Portal?

Electrical Contractors Hotline - 1800 237 466

### Will the PoC terminology on the Electrical Partner Portal and Energex website be updated?

Any PoC terminology changes will be ready for go-live on 1 December 2017.

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### Contact Energex

**To report loss of supply:**

13 62 62

**For electricity emergencies:**

13 19 62

**For general enquiries:**

[energex.com.au](http://energex.com.au) / [custserve@energex.com.au](mailto:custserve@energex.com.au) / 13 12 53 (8am to 5:30pm, Monday to Friday)

Telephone interpreter service 13 14 50



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