



# Existing Meter Exchange Request Form

For ACT, NSW, QLD, SA and TAS customers only. Once completed, please email this form to your account manager.

Customer Details (All customers to complete)	
Customer/ Company Name	
ABN/ACN	
NMI	

Site Contact			
First Name		Last Name	
Job Title		Business Phone	
Mobile Phone		Fax	
Email			

Direct Metering Agreement	
Will the new meter be covered by an existing Direct Metering Agreement (DMA)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please confirm the metering provider and annual fee applicable. If you do not have a DMA, our standard metering costs will apply, and we will confirm these once the meter is active. Other fees and charges may apply under the terms of your Retail Electricity Agreement.	Meeting Coordinator: Cost (Incl GST):

Meter installation time	
Where a new meter is required as part of the works requested, retailers are required to perform a meter installation by a date agreed with the small customer or within fifteen business days if no timing can be agreed.	
To assist with scheduling your meter upgrade, please select your preferred option:	
<input type="checkbox"/> Option 1	Meter to be installed on an agreed date. If this option is selected, the Metering Coordinator will contact you within 4 business days to arrange a suitable time to attend the site.
<input type="checkbox"/> Option 2	Meter to be installed within 15 Business Days of a completed request being received.
Note: Meter installation timing is subject to site being safe, accessible and ready for required installation works and the connection service being complete. If meter installation is not able to be completed due to the site not being safe, accessible or otherwise suitable for the installation, we may pass through any charges we incur to you.	

### Authorisation (All customers to complete)

I accept all costs associated with the works requested

Yes     No

These costs will be the fees and charges passed through to you from the distributor and/or metering provider who undertakes the installation, and will vary depending on the meter type, works required, location and time of installation taken. By completing and return this form to us, you are agreeing to the site being subject to the terms of your agreement with us and the transfer of the site to Shell Energy.

### Authorised by:

Customer's authorised representative

Print Name

Position

Date

### Information about our Privacy Policy

We collect information on this form for the purpose of providing the services related to your electricity supply at the site address. Shell Energy will disclose this information to the distributor and other entities who provide services related to your electricity supply. Any personal information must be handled in accordance with the Privacy Act 1988 (Cth). We handle your personal information in accordance with our privacy policy at [shellenergy.com.au/privacy](https://shellenergy.com.au/privacy). The head office of Shell Energy Retail Pty Ltd is Level 30, 275 George Street, Brisbane QLD 4000. Contact details are telephone **+61 7 3020 5100**, facsimile +61 7 3220 6110.