



Shell
ENERGY

METER CHURN PROCESS

(BASIC TO COMMS – EX WA & VIC)

In 2017, the National Energy Regulator brought in new rules to reform the metering of sites across Australia (excluding WA and Vic), titled 'Power of Choice'. The rules meant that any new installation of meter would be upgraded to a Type 4 Digital (interval) meter when a new or replacement model was needed. It is best thought of as a phasing out of outdated technology to make way for a modern, remotely read system.

At Shell Energy, like all other retailers we are responsible for supporting the process between you and your network regarding installation, update, or maintenance of your metering services. During the process of upgrade, it is likely more electricity providers will be on site to conduct work (network field crew, electrical contractors etc.) and we will provide as much notice of these works as possible.

WHAT IS A TYPE 4 METER?

As opposed to the basic meters on some sites, which are manually read approximately every 1-3 months (location dependent), these digital meters record power use in 30 minute intervals and sends remote communications back to your network/retailer in 3G and 4G network areas.

WHY IS A TYPE 4 METER BETTER FOR ME OR MY ORGANIZATION?

- Power use data is captured every 30 minutes, allowing businesses to pinpoint high demand periods.
- Customers can view usage on daily, monthly, or yearly basis and project trends and manage budgeting with more accuracy and ease.
- No need for meter readers to visit site to access and pull data

WHEN WOULD A BASIC METER REQUIRE TO BE INSTALLED OR UPGRADED?

Aside from more modern technology and approved accuracy, here are some instances where meters require upgrading or installing:

- A new meter is being set up on site
- The existing metering is faulty or aged
- The existing metering is non-compliant
- The kWh usage exceeds the volume limit
- Customer request to improve data accuracy and analysis

WILL THIS PROCESS COST ME ANYTHING?

In most instances under Power of Choice, most metering providers will waive the minor costs of work required to upgrade the meter on site. If you have negotiated a Direct Metering Agreement (DMA), it is best to review your inclusions and exclusions which your account manager will be happy to assist with.

It is the customer's responsibility to ensure that the switchboard, meter box and wiring current at site are to current regulated standards. The customer may be required to engage an electrician or appropriate trade to do additional works in certain scenarios, examples below:

- Works are required to bring the switchboard/wiring up to standard.
- Installation of an isolation link is required.
- Asbestos removal is required.
- The existing switchboard is too small to accommodate the new meter, and a new switchboard needs to be installed.

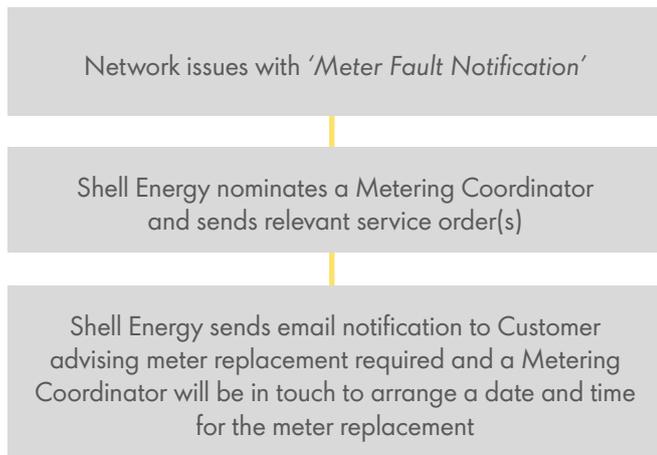
Your account manager is always here to supply more information as to the reason that the churn may be required, give you notice of any additional works required and provide you with any costs associated before executing a request and work-order.



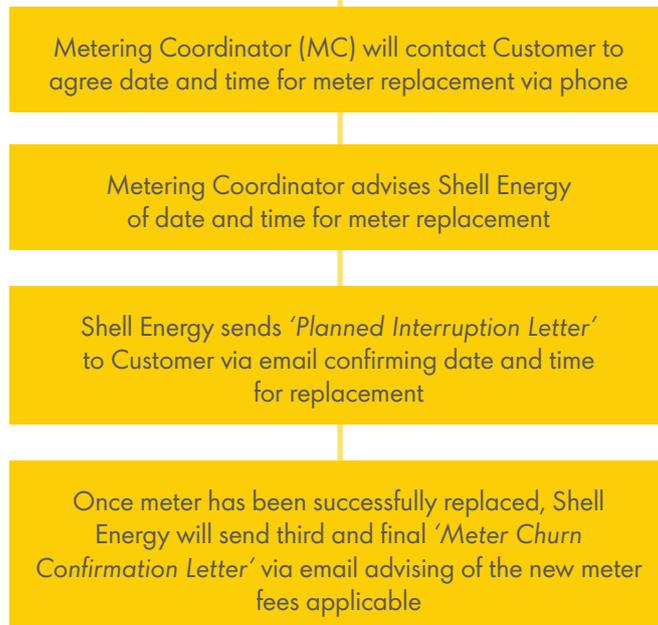
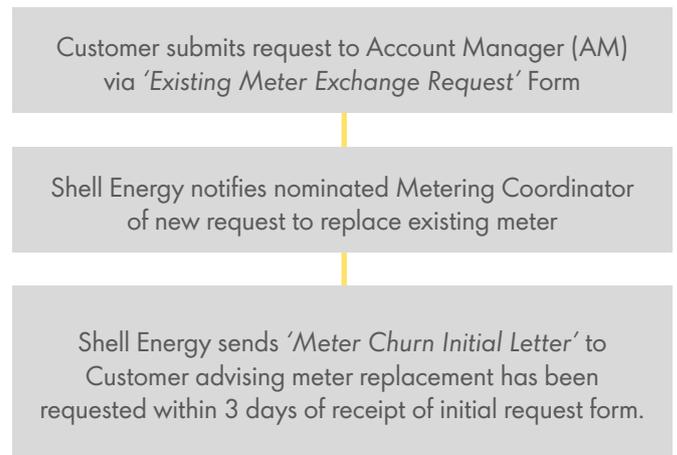
HOW THE PROCESS WORKS

Note: This process only applies to upgrades under Power of Choice. (i.e. where the meter is being changed from a BASIC or manually read meter, to a remotely read digital meter. For other upgrades (e.g. change in voltage, amps, capacity – see ALTERATIONS)

NETWORK INITIATED



CUSTOMER INITIATED



Note: A typical meter upgrade will take approximately 1 hour to complete and in most instances an outage is required. The Metering Coordinator in contact will be able to advise the expected duration of outage on site

For any further questions, please speak to your dedicated Account Manager and they will always be more than happy to help make this transition as seamless as possible!