

electrical smart meters



Benefits of smart meters

✓ More visibility and control

You get clear insights into how and when you use energy. Smart meters track usage in precise intervals (every 30, 15 or even 5 minutes) so you can spot patterns and make smarter choices.

✓ More tariff options

A smart meter unlocks access to a wider range of tariffs. Ergon can help you pick the best option to suit your lifestyle or business.

✓ Automatic readings

No more organising access for meter readers or worrying about pets escaping. Your meter sends readings electronically – reliably and securely.

✓ Smarter tools in My Account

With a smart meter you can:

- Check you're on the best tariff
- See your bill cost to date
- View your predicted bill
- Set budget and usage alerts
- Monitor solar exports
- Track usage by the hour, day, week or month

✓ Future-ready

Thinking about solar, batteries or an electric vehicle? Detailed energy data makes planning and managing those choices easier.

✓ No extra meter charges

There's no upfront cost and no additional meter service fees beyond what you already pay.

Smart meter FAQs

What's a smart meter?

A smart meter tracks your electricity use in short intervals (every 5, 15 or 30 minutes). That means clearer bills and better insights into how and when you use energy.

👉 Tip: An electronic display doesn't always mean it's smart.

Why are you installing smart meters?

Smart meters are all about making your life easier and giving you more control over your electricity usage.

Queensland is targeting 100% penetration of smart meters by 2030. In accordance with National Energy Law, all new and replacement meters in NSW, ACT, SA and QLD must be smart.

Do I need to get a smart meter now?

Queensland is targeting 100% penetration of smart meters by 2030.

I don't want a smart meter - can I get a new basic meter instead?

In accordance with National Energy Law, any new or replacement meters must be smart to be compliant.

Will my meter box need to be upgraded? Who pays for it?

You won't have to make any changes if your meter box/switchboard complies with current standards. **If it doesn't, for example if it contains asbestos or a timber backing-board, you'll need to organise for it to be made compliant at your expense. A site defect form will be left onsite outlining your next steps if the crew are unable to complete the installation.**

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Ergon is undertaking defect assessments now!



Digital Meter Installation Defect Report

Customer Name: _____

Site Address: _____

Meter Serial Number/s: _____ NMI: _____

Supply ☐ Overhead ☐ Underground No. of Phases

While attending the above site to replace/inspect the electricity meter, the attending metering technician noted that the electrical installation does not comply with relevant regulations (Defect)

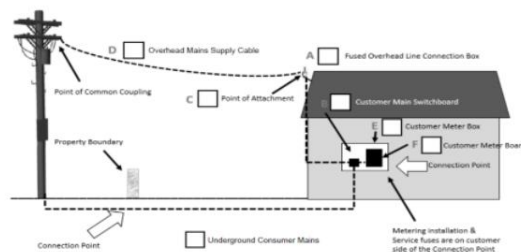
The Defect must be rectified by a suitably qualified person and where required the appropriate Certificate of Electrical Safety issued, as required by the relevant jurisdictional regulations. Notification of this Safety Advice has been provided to the appropriate Local Electrical Safety Authority, which may lead to disconnection or isolation by this Authority if the Defect is not rectified.

Defect Matrix									
Level	Category	Description	Defect Type						
			Minor Defect/Damage	Non-Compliant Customer Wiring	Moderate Defect/Damage	Meter is not protected from the weather	No Access to service fuse(s) or isolation device	Asbestos containing material	Major Electrical Installation Defect/Damage
1	Hazardous Unsafe	Immediate threat to health and safety, Electrical Installation is unsafe and is likely to cause electric shock or damage to property.							
2	Non-Compliant Non-Hazardous	Non-hazardous defect present no immediate health and safety risk but is likely to prevent the meter exchange from occurring.							
3	Non-Compliant	Customer defect related to maintenance or non-compliant issues that may pose a safety issue and will not prevent the installation of advanced metering.							
Defect Location									
A	Zone 1								
B	Zone 2								
C	Other:								

Indicate on the picture the location of the defect, provide additional comment / description as required:

Customer Name _____

Signature _____



Name of Meter Technician: _____

Date: _____

Once you have corrected the Defect please notify your Energy Retailer

Customer Energy Retailer & Contact Number: _____

What happens if a defect is discovered?

The body corporate is forced to upgrade the switchboard to make it compliant. Only the new meters are free not the switchboard upgrades to accommodate the new meters.