Information about your centralised electricity arrangement and electricity meter

Your apartment or retail tenancy has been built with a centralised electricity arrangement (which is sometimes referred to as an 'embedded network'). That's good news for you, because it means that electricity is purchased in bulk and provided to you at competitive rates via an Origin electricity offer. Plus, each apartment and retail tenancy has its own electricity meter so you're only billed for the electricity you use.

Here you'll find important information about how to arrange your electricity supply, sign up to an electricity offer, and meter reading details.

Arranging your electricity supply

Origin has been appointed by your body corporate/owners corporation to provide electricity services to your building, and ensure ongoing maintenance to the metering equipment.

Before you settle into your new home or retail tenancy, don't forget to arrange your electricity supply with Origin (or another energy retailer - except in Western Australia) so we can ensure your electricity supply continues – it's easy, just check the attached forms for ways to do this.

Except in Western Australia, please note, you don't have to sign up to an Origin electricity offer, but you do need to sign up with an energy retailer otherwise you may be disconnected. Give us a call on **1800 684 993** to discuss your options.

Locating your Electricity Meter

Electricity meters are usually installed during construction of the building. They are often located in the common areas or can be located in a hallway, in meter cupboards or in the basement. In most cases the meters are installed onto metering panels and are locked with power industry locks.

Meters that are located in the basement, in locked cupboards or fire stairwells are often difficult and inconvenient for meter readers to get to. The installation of meters is the builder's or developer's responsibility and can cause access limitations and restrictions for meter readers. Not every meter you find will be an electricity meter. There may be other meters on your site that measure water or gas.

To finalise your electricity connection, you may need access to your meter. We'll let you know if that's the case so you can contact your building representative to arrange access.

Reading your Electricity Meter

Your electricity meter can be read in person by a meter reader who checks your meter, or read remotely via an electronic metering system. You won't need to be home and there will be no disturbance to you as a resident for either method of meter reading. In instances where our meter reader can not gain access to a meter, an estimated read may be used (see overleaf for more information).

Manual Meter Reading

Often more easily accessible areas, including common areas tend to have meters that are read manually. In these instances, we will have a meter reader attend the premises to do a manual meter reading. When necessary they will schedule a time with the Onsite Building Manager or appropriate person to gain access.

Remote Meter Reading

Generally, a remote reading system or a digital reader will be added to your electricity meter so we can regularly read the electricity meter without having to physically attend the site.

Meter reads on remote reading systems rely on the interval data outputted by your electricity meter. Your meter is a 'type 4' communication meter that meets all relevant standards for electricity metering.

A number of different remote metering systems are used today. Some of these systems rely on a modem and are accessed through fixed telephone lines or through mobile data SIM cards. Others require site attendance where a meter reader physically downloads the data directly into a hand-held device from a central location within the site.



Estimate Reads

Sometimes we might need to use an estimated meter reading instead of an actual meter reading to calculate your electricity usage for your bills.

There are a few reasons for this:

- Your electricity meter may be located in a basement, locked cupboards, fire stairwell or an area that is hard to access. The installation of meters is the builder's or developer's responsibility and can cause access limitations and restrictions for meter readers.
- Onsite Building Managers can be required to provide access for meter readers but are not always available\.
- Remote meter reading systems rely on mobile data sim cards and the quality of the mobile coverage can affect the performance of the remote meter reading system. While this does not affect the accuracy of the meter itself, it does limit the meter's ability to transmit the meter reads electronically. Our metering team will investigate and fix any instances where remote meter reading equipment is not transmitting correctly.

Estimated reads are an important part of the billing process. The use of estimated reads ensures you can continue to receive your bills even when usage information is not available. Estimated reads are calculated using data on your previous usage history to forecast consumption. Once your meter is read, your bill will be adjusted if necessary.

An estimated read allows you to budget appropriately. Without an estimated meter read, your bill would be delayed and you'd receive a larger bill, covering a longer billing period up until the time your meter is able to be read.

Faults

Due to Australian metering standards and the high quality of electricity meters, faults are rare. In addition, our meter reading team follow relevant standards for testing and auditing of your meter. If there is an instance where a meter is found to be faulty, we will replace the meter at our cost.

Electricity meters are replaced over a scheduled period of time to ensure its accuracy.

Method of Calculation

When an estimated read is to be used, it is calculated using relevant metrology procedure as per regulatory requirements. This ensures an estimated meter read reflects your individual usage patterns so your bill shouldn't be too different to an actual meter read. Due to the nature of the advanced metering technology used, bills issued with estimated reads will be rare.



For more information visit originenergy.com.au or call 1800 684 993.

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