



Advanced meter rollout

Everything you need to know

Under Australia's Energy Market Commission rules, from 1 December 2017 all new meters installed in homes and businesses must be advanced.

The majority of residential and small business customers in Tasmania will have advanced meters installed by the end of 2024, which is in line with the State Government's commitment that the rollout will be complete by the end of 2026.

Advanced meters open up exciting opportunities for Tasmanian customers, as it enables Aurora Energy to offer new digital channels which provide Tasmanians with greater visibility of their electricity usage, including aurora+.

The benefits of advanced meters

Advanced meters are the next generation of electricity meters and offer many more benefits to customers than older style basic meters, including remote reads to prevent estimated bills.

They can be leveraged to help customers better understand how they use energy, and to develop new digital channels – like aurora+ – that empower customers to better control their energy use.

aurora+ is a really practical tool which gives customers greater visibility of when and how they're using power, and ways to combat that to ultimately save on their electricity costs. It lets customers track usage in dollars and kilowatt hours, and conveniently manage their account from a smartphone, tablet or desktop computer.

When paired with Residential Peak and Off-Peak plan (Tariff 93), customers can make the necessary changes inside the home to access the cheaper off-peak times and realise the benefits of their changes on a daily basis.

Advanced meters are also read remotely, which means where mobile coverage allows, there's no need for a meter reader to physically read the meter and much less chance of receiving an estimated bill. Customers with dogs, locked gates or other access issues don't need to worry about providing access to their meter as often.

How will they benefit councils?

Advanced meters offer valuable insights into your usage, which improves our ability to work alongside you to better understand your bill. Armed with a better understanding of energy use, you can find cheaper electricity plans and make informed decisions on how to optimise your electricity consumption to ultimately reduce bills.

Having advanced meters also allows flexibility within the market with a combination of products available, with many councils being able to take advantage of the multiple products determined by market conditions. This could result in a council having a combination of sites being on fixed term contracts (with obvious budgeting advantages) or being billed on regulated rates (depending on eligibility), and the ability to change products in response to market conditions in real time.

For more information, call Aurora Energy on 1300 132 045.





Frequently asked questions

I'm a renter, can I have an advanced meter?

Yes. All Aurora Energy account holders, including renters, can choose their energy product or plan. This extends to having an advanced meter installed in order to access aurora+ or to change plans.

It is entirely your choice which energy product you have. You may wish to speak with your landlord just to let them know what is happening.

If extra work is required before the meter can be exchanged safely, we will contact you, and at this point you may need to speak to your landlord to organise, as this is the responsibility of the property owner.

Is there flexibility for business installations?

If your business has specific needs in relation to a power outage, please let us know. TasMetering is our metering provider and can work with you to find a time that suits both parties.

Both Aurora Energy and TasMetering understand that every business's needs are unique and we will always try our best to minimise any disruption to your business during operating hours.

Are advanced meters safe?

Yes. Advanced meters are made and installed according to Australian standards. There is no scientific evidence to suggest that there are any health effects caused by advanced meters.

Read what the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) has to say at arpansa.gov.au/understanding-radiation/radiation-sources/more-radiation-sources/smart-meters

Is my information protected?

Yes. Advanced meters have advanced security features that prevent unauthorised access. Your information is encrypted and sent over secure and private networks once per day.

The data sent to us only contains your power usage data and meter ID number and does not include your name or address details.

Will there be a cost?

There is no upfront cost for you to upgrade to an advanced meter. However, sometimes extra work is required before a meter can be safely exchanged. This is the responsibility of the property owner. When this happens, the meter isn't exchanged and Aurora contacts you to let you know what happens next.

Examples of scenarios where extra work may be required include a meter installation in an unsafe position, asbestos in the meter box, a newly built structure obstructing access to the supply point or wiring in the immediate vicinity of the meter that is unsafe.

What if I don't want an advanced meter?

If you don't want your meter upgraded you can choose to 'opt-out' by contacting us in writing, by email or phone, up to seven business days before your meter exchange date.

Aurora Energy is available on 1300 132 003 (Monday to Friday, 8am to 6pm) or you can visit our website at auroraenergy.com.au/contact-us

If you need an interpreter service, please call the Translating and Interpreting Service on 131 450.

Will I inevitably have to get an advanced meter?

Yes. As a result of the national energy rules, all Tasmanian customers will, over time, move to an advanced meter.