

METER ACCESS

Essential Energy's team of more than 120 meter readers is responsible for the accurate reading of approximately 1.5 million meters – that's almost 6 million readings every year!

Please follow the steps below to make the work of our meter readers easier and safer.

Easy access to your meter

Obstructions such as trees and landscaped walls can deny necessary access when it is needed most or when essential maintenance of the meter is required. Sometimes meter boxes are unintentionally blocked by renovations and landscaping.

Essential Energy must have access to the meter in order to read, test or maintain it, or remove and replace as necessary. We require:

- A clear space around the meter box at all times
- No permanent obstructions, such as trees, bushes or walls in front of or near the meter
- Fences and gates to be built behind rather than in front of meter boxes.

Even though some meters can be read electronically, it's still important that they are kept free from obstructions so that we can access them in critical times and continue to read them as necessary.

By ensuring meter readers can access and read meters safely, customers can avoid having their electricity usage estimated on past consumption, and avoid the additional cost associated with a special meter read request.

Please note, it is an offence to tamper with your meter in any way. If you have any problems or questions about your meter, please call Essential Energy on **13 23 91**

Safe access to your meter

Snarling dogs, charging bulls, wasps' nests and climbing through rubbish and overgrown shrubs to reach a meter box should not be in a day's work for a meter reader and can make their job very difficult and dangerous.

The biggest challenge is the risk of dog attacks. To safeguard the very real danger of dog attacks, we need your help. Please:

1. Do not fence in meter boxes - build fences and gates behind, rather than in front of the meter box.
2. Ensure safe and easy access to meter boxes by not locking gates, trimming back nearby bushes, moving rubbish and clearing spider webs and insect nests.
3. Keep dogs safely secured during the day or place them in a different area to where the meter box is located.
4. Phone **13 23 91** to tell us if you have a dog that is unrestrained during the day or have a new puppy. We will work with you so meters can be read safely.
5. Do not use private padlocks or locking devices on meter boxes or gates. If you're concerned about the security of your meter, contact Essential Energy about a customer lock. This will ensure meter readers and emergency crews can still access the meter, especially in case of fire or electric shock.

We provide our meter readers with dog awareness and safety training and we have a range of internal warnings and procedures.

For more information

If you would like more information please call **13 23 91** to speak to a Customer Service Adviser, or visit essentialenergy.com.au

