



## Metering installation and Nectr's Obligations for Small Residential Customers

There are several situations where a new meter may need to be installed on your property. The timeframes for installation depend on a number of factors:

- If your Premises is not connected to a distribution system to allow the flow of electricity, for example, if your Premises are a new build (a new connection);
- If you request a meter to be installed at your Premises, for example, where you wish to update to one of our plans that require installation of a new meter, and there is no new connection or connection alteration required (existing connection);
- If you request a meter to be installed at your Premises, for example, where you wish to update to one of our plans that requires installation of a new meter, and a connection alteration is required (connection alteration).

### 1. New connection

When your Premises includes a new connection, we will seek to agree with you on a timeframe for installation. Where we cannot agree on a timeframe, we will generally have **6 Business Days** from being informed that your Premises are connected to a distribution system to allow the flow of electricity to install the meter.

There are some circumstances where those timeframes will not apply for a new connection, including where:

- You have not entered into an agreement with us for the meter to be installed
- The proposed site for the meter at your Premises is not accessible or safe or ready for the meter to be installed
- Your Premises are not connected to a distribution system to allow the flow of electricity
- Installing the meter will require an interruption to the supply to another retail customer
- You have entered into an aggregated electricity consumption agreement with us for the relevant Premises and that agreement specifically provides for the timeframes not to apply.

### 2. Existing connection

When you have requested us to install a meter at your Premises and there is no new connection or alteration required, we will seek to agree with you on a timeframe for installation. Where we cannot agree on a timeframe, we will generally have **15 Business Days from receiving your request to install the meter.**

There are some circumstances where those timeframes will not apply for such an installation, including where:

- You have not entered into an agreement with us for the meter to be installed
- The proposed site for the meter at your Premises is not accessible or safe or ready for the meter to be installed
- Installing the meter will require an interruption to the supply to another retail customer
- You have entered into an aggregated electricity consumption agreement with us for the relevant Premises and that agreement specifically provides for the timeframes not to apply.

### 3. Connection alteration

When you have requested us to install a meter at your Premises and an alteration is required to be made to the connection, we will arrange for the meter to be installed by a date agreed between you and the Distributor (where the Distributor is providing the alteration). Where you and the Distributor cannot agree on a timeframe, we will generally have **15 Business Days from receiving your request to install the meter.**

There are some circumstances where those timeframes will not apply for such an installation, including where:

- You have not entered into an agreement with us for the meter to be installed
- The proposed site for the meter at your Premises is not accessible or safe or ready for the meter to be installed
- Installing the meter will require an interruption to the supply to another retail customer
- You have not met the conditions that you are required to comply with under your connection contract between you and the Distributor
- You have entered into an aggregated electricity consumption agreement with us for the relevant Premises and that agreement specifically provides for the timeframes not to apply
- An augmentation is required prior to the installation, but such augmentation has not yet been completed.