

Su Goh
18 Roosevelt Drive
STRETTON QLD 4116



Electricity account number: **103901239**
Customer number: **24189389**
Site Address: **18 ROOSEVELT Drive**
STRETTON QLD 4116

Need to get in touch?



13 37 02

Monday to Friday 8am – 6pm and 8am – 12pm
(AEDT) on Saturdays



customer.service@alintaenergy.com.au



Faults and emergencies:

13 62 62 (Energex) 24 hours, 7 days

Issue Date: 09 October 2024

Dear Su,

We're upgrading your electricity meter

We are writing to let you know that your smart (digital) meter upgrade is going ahead.

The upgrade will be performed by our metering partner **PLUS ES**. The upgrade is part of our efforts to better our services and provide our customers with more accurate electricity usage information and reduce the likelihood of estimated bills.

If you choose to leave Alinta Energy before your smart meter has been upgraded, we will be unable to complete the process for you.

Your appointment

We will reach out via your preferred correspondence method to advise of your meter upgrade appointment date, which will likely occur in the next 30 business days. The appointment window is between the hours of 7am to 5pm, Mondays to Saturdays and will typically take 1 hour to complete. You are not required to be there and can always change your appointment date if it's not suitable.

Are there costs?

Potential costs may be incurred if extra work is needed for a safe meter exchange. We'll inform you about any costs beforehand. However, in most cases, no additional work is required and you won't be charged for the upgrade installation. It's a free standard installation service we are offering.

If you have questions?

We understand you may have some questions about this change. Please visit **alintaenergy.com.au/meterupgrades** for more information and answers to frequently asked questions.

If you prefer a call, we're here to help. Please call **1300 723 412** to speak to our dedicated team to further talk through what this change means for you and your household.

Need power for medical reasons?

If anyone at the supply address requires life support equipment that isn't already registered for life support with Alinta Energy or your network distributor, please contact us urgently on **1300 723 412**. We will register your premises for life support as a matter of priority and discuss meter upgrade options with you that keep your life support occupant safe.

You can opt-out

You can opt-out of receiving a smart (digital) meter and keep your current meter by contacting us no later than 2 business days before the date of your meter upgrade. To do this please complete our online form at **alintaenergy.com.au/meteroptout**.

Alternatively, please call **1300 723 412**, email our dedicated team at **SmartMeters@alintaenergy.com.au** or write to us at **GPO Box 1302, Melbourne VIC 3001**.

If you would like to proceed with the upgrade, there is nothing you need to do, but it's important for us to inform you that once your upgrade is complete, it won't be possible to revert to your old meter.

We believe smart meters are the future of energy management and create possibilities to optimise your consumption, reduce costs, and better manage your electricity usage.

Kind Regards,

The Alinta Energy Team

For further assistance in your language, call **1300 297 727** (toll free) and ask for an interpreter.

Interpreter Services, call 1300 297 727

传译服务，请致电

خدمات الترجمة، اتصل على

傳譯服務，請致電

Các dịch vụ thông dịch viên, gọi điện thoại số

Per i servizi di interpretariato, chiamare