

Energy in
action.®

AGL

Additional information can be found at
www.dpi.vic.gov.au/smartmeters

We can give you free information on being more energy efficient.
It's good for the environment. It could be good for your bill.
Just call us on **131 245** (residential), **133 835** (business)
or visit agl.com.au

Arabic

هل تحتاج لمترجم؟ اتصل على الرقم أدناه:

Spanish

¿Necesita un intérprete? Llame al número indicado abajo.

Italian

Se vi serve un interprete, telefonate al seguente numero.

Greek

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

Croatian

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Vietnamese

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Chinese

如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 245**.

AGL Sales Pty Limited ABN 88 090 538 337



CONSUMER

AGL Energy uses
Greenhouse Friendly™
ENVI Silk Carbon Neutral Paper

ENVI Silk is an Australian Government
certified Greenhouse Friendly™ Product.

**A smarter
future in
energy.**

Getting ready for
your Smart Meter.

AGL

A new investment in energy infrastructure. And the important information for you.

What's happening?

In Victoria, 2.2 million homes and 300,000 businesses will have their electricity meters replaced with a new meter. This is a joint Victorian Government and industry initiative. It means at some point over the next four years, your current electricity meter will be upgraded to a new 'Smart Meter'.

What will it mean for me?

Once these Smart Meters are installed and the supporting infrastructure is in place, they'll give you benefits in the long term. You'll be able to:

- > Monitor your electricity usage in real time. This could help you reduce your electricity usage, possibly reducing greenhouse gas emissions, and potentially save money on your electricity bills
- > Connect and disconnect more easily when you move
- > Help avoid estimated bills as meters will be read remotely
- > Have more flexible billing and more pricing options in the future.

How do I know when my upgrade will take place?

As you can imagine, this is a big job. It will take place between September 2009 and December 2013. When your meter actually changes depends on who your electricity distributor* is (the company that owns the poles, wires and meters in your area), and when they get to your area.

Approximately 40 business days before your meter is scheduled to be replaced, you will receive a letter from the Victorian Government and your electricity distributor. We'll also send you a letter a few days before to help you understand what's going on and how AGL can help.

What if I have questions?

Should you want more information please visit www.agl.com.au/smartmeterfaqs

*To find out who your electricity distributor is go to agl.com.au/elecddistributor