

Media Release



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FOR IMMEDIATE RELEASE

Metering Savings Mean Price Cuts for Customers

AusNet Services customers will save about \$50 a year on their electricity metering charges after the AER's final decision on costs of the AMI smart metering program was announced today.

"We understand there is general community concern about electricity prices, and this news will mean lower metering costs for our customers," said Adrian Hill, AusNet Services' General Manager Regulated Energy Services.

"This price cut will take effect from 2018, but AusNet Services' metering charges have been falling each year since 2015, and this trend is set to continue until 2020."

Approximately 95 per cent of AusNet Services customers are now having their smart meters read remotely, and the business is well on track to provide full smart meter services, including remote energisation and de-energisation, to all its 720,000 electricity customers by the end of March 2017.

As well as these direct customer services, AusNet Services is also harnessing smart meters and their data to develop and provide innovations in safety, network management, and customer information.

These innovations include:

- Keeping our customers safe by determining when the power supply to a house becomes unsafe (known as 'loss of neutral'). This process has reduced the number of potential shocks received by customers by 75 per cent; and
- Detecting when our customers' solar panels stop working and then advising them of this (known as Solar Alert).

"Victorians are now experiencing real benefits from the statewide digital meter rollout. With this digital metering already in place, it is important that these metering arrangements remain stable so that electricity networks can continue to deliver more innovations and more value to Victorian homes and businesses," Mr Hill said.

"Victorian electricity networks contribute less to electricity bills than those in any other state in Australia, and we are confident AusNet Services can use the digital meter infrastructure to continue to provide value to our customers," he said.

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