

Confirm

1

At a site visit, confirm that a meter exchange is needed. If so, submit the grid application and wait for approval.

Note: If there are existing smart meters, you'll need to complete forms directly with the energy retailer(s).

Engage

2

Reach out to us to initiate the process. We will set you up in our system and facilitate an email introduction to Intellihub, who will coordinate the meter exchange.

Access

3

You will receive access to a dedicated portal, where you can manage and monitor your meter changeovers. As soon as access is granted, you can start to collate site and resident information.

Coordinate

4

Intellihub will initiate the meter exchange with the retailer(s) using the provided information, coordinate the exchange, and update all timings in the portal.

Note: The meter exchange process cannot happen without grid application approval.

Activate

5

Intellihub will let you know when the meter exchange is finalised and update all relevant information in the portal. Once complete, the solar system can be turned on!