



# Simplify your energy transition.

Presentation 02  
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# Site Readiness Checklist for Meter Exchange

*What do I need to know to ensure my site can be completed seamlessly and timely?*

## 1. Make sure the site is ready

|    | <b>Switchboard readiness</b><br>Confirm the board has been upgraded, is compliant, and has individual Meter Protection Devices for each metering point. Provide photos where available.<br>This helps the meter exchange proceed safely and reduces the chance of delays. |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Active links</b><br>If MPDs are not installed, confirm active links are available on site and connected to each meter. Level 2 engagement may be required.<br>This confirms the site can be worked on safely and correctly.                                            |
|   | <b>Site access contact</b><br>Provide a dedicated point of contact for access to the site.<br>This avoids access issues on the scheduled work date.                                                                                                                       |
|  | <b>Network grid approval</b><br>Network grid approval must begin only once the site has been approved and all NMI information has been received.<br>Meter exchanges cannot be initiated until the energy retailer has sighted the official network approval letter.       |

## 2. Communicate clear messages to each resident

|  | <b>Nominate a solar champion.</b> Cascade the key instructions through the solar champion and ensure each resident receives the same message.                                                                             |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Submit correct details.</b> Residents must ensure all required information is entered correctly using the link provided by Allume.                                                                                     |
|  | <b>Do not change energy retailer.</b> Residents should not change retailers once the meter exchange application has started. If they have changed retailer, they must resubmit the updated information.                   |
|  | <b>Do not change the scheduled meter exchange date.</b> Residents will be advised of the scheduled date by their energy retailer, either by phone or email. Residents should not change the scheduled meter exchange date |
|  | <b>Life support customers must be home.</b> If a resident is registered for life support, they must be home on the scheduled meter exchange date.                                                                         |
|  | <b>Check retailer fees.</b> Residents should contact their energy retailer about any metering alteration fees that may apply.                                                                                             |

## 3. Resolve any customer tariff complaints as needed

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Post meter exchange, if the customer does not receive the correct tariff, the solar installer must submit the IPSD document and CCEW to the network/distributor, in addition to the original grid application.

