

Meter Access Form

Section 1: This form is to be completed if the meter is not accessible to the meter reader

Under the Energy Retail Code a meter reader must be given access to the electricity meter at each customer's supply address, in order to read the meter. As your electricity meter is not readily accessible for readings, please nominate one of the following methods in order for meter access to occur.

- Have the electricity meter relocated to outside your premises (at your own cost)
- Be present at the quarterly read dates
- Provide a key to Cowell Electric Supply (Please complete section 2 below)

Please note that if a customer fails to grant access for the electricity meter to be read, for 3 consecutive billing cycles, the retailer may arrange for disconnection of the electricity supply at the customer's supply address.

Section 2: This section is to be completed if you wish to provide a key to Cowell Electric Supply for access to the electricity meter.

Please post the key via registered mail with the completed application for supply form.

Full name of person supplying key: Mr Ms Mrs Miss

Business Phone _____ Home phone _____ Mobile _____

Contact details _____

Email _____

Address of premises at which key is issued for: Lot # _____ Flat # _____ House # _____ Street Name _____ Town _____ Post Code _____

Type of premises Home Business State Gov Federal Gov Other: _____

Please describe door key provided (e.g. front, garage) _____

Additional comments / special instructions as relevant _____

Date key posted: ____ / ____ / ____

Section 3: Access to Electricity Supply Meter & use of Key provided

Refer to clause 32 of the Remote Areas Energy Supplies (RAES) Customer Connection and Supply Contract, for details on access to your supply address.

In addition to information contained within clause 32, Cowell Electric shall:

1. Store all keys supplied within a secure location, along with a key register.
2. Ensure Keys are removed only for purposes related to the distribution and retail of electricity at the supply address to which the key relates and shall be returned to the secure location for safe keeping as soon as practicable after their use.
3. Ensure keys are identified only by the meter number for which they relate.
4. Ensure the meter reader is subject to an annual Federal Police clearance check and signs a declaration that keys supplied will be used ONLY for the purpose of accessing a supply address for Cowell Electric business related to the distribution and retail of electricity to that address.
5. Return all keys supplied, to the contract holder, on termination of their electricity supply contract.

Note: The Remote Areas Energy Supplies (RAES) Customer Connection and Supply Contract can be found at the following website; <https://www.energymining.sa.gov.au/consumers/energy-grid-and-supply/remote-area-energy-supply>

