

For further information please contact ETSA Utilities on: 13 12 61 or visit our website at: www.etsautilities.com.au

Meter reading

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ETSA Utilities owns and is responsible for reading all electricity meters in South Australia on behalf of the electricity retailers.

Where access to your meter is available, we will read your electricity meter approximately every three months (90 days).

It is the responsibility of the property owner/occupier to ensure we have safe and unimpeded access to the electricity meter at all times.

While we are responsible for obtaining meter readings we do not bill you for electricity usage. Your electricity account will be provided by your electricity retailer.

If a meter reading cannot be obtained when we attend your property an estimate of your electricity usage may be used by your retailer for billing purposes.

Next meter reading dates

The date of your next meter reading is shown on your electricity account. Please note this is an approximate date only. Due to scheduling commitments your meter reader may need to attend two business days prior or one day after the indicated date.

No access

If we are unable to gain access to your meter we will leave a 'Your electricity meter' card. This card will indicate why we were not able to access your meter. On receipt of this card we ask that you contact a member of our Customer Service Team on 13 12 61 to discuss access options to assist you in avoiding future estimated accounts.

Special instructions for meter reading

If you have special instructions for safe access to your premises, or there are changes affecting access to your meter, you must contact your electricity retailer and provide this information.

Providing keys for meter reading

You may provide ETSA Utilities with a key to allow us to access your electricity meter or you may choose to install an ETSA lock.

If you chose to install an ETSA Lock on your gate or meter box we hold master keys which will allow us access. Once the lock is installed you will need to advise your retailer of details of the locking device. 'ETSA Locks' may only be purchased from a member of the Master Locksmiths Association. A list of accredited locksmiths can be located in the Yellow Pages.

Alternatively you can choose to provide ETSA Utilities with a replica key to a private lock or premises.

You can provide a copy of the key by post to:

ETSA Utilities

Attention: Meter Data Group
GPO Box 77
Adelaide SA 5001

Keys may also be delivered to our head office at 1 Anzac Highway, Keswick, (the corner of Anzac Highway and Richmond Rd).

Whether you are posting or hand delivering a key we require the following information from you:

- Name
- Address
- Telephone contact details
- Your NMI number (this is shown on your electricity account)
- Details of what the key is to be used for (eg unlock side gate)

Please note that private keys provided to allow access for meter reading can not be used for any other purpose, such as connections or disconnections of electricity supply.

All keys provided are strictly monitored and in no way identify the property for which they provide access.

Electricity fraud and theft

Tampering with ETSA Utilities' meters or equipment is illegal. Should you suspect fraudulent activity we ask that you contact our Electricity Fraud and Theft Hotline on freecall 1800 061 090.

You may remain anonymous when using this service and any information provided will be treated in the strictest confidence.