Media Release

Safe meter access enables accurate and efficient readings

Essential Energy is asking customers to help provide safe access to their electricity meters to enable meter readers to obtain a reading on properties.

General Manager Safety, HR and Environment, David Nardi, said maintaining clean, safe access to electricity meters would minimise the need to estimate electricity usage.

"At peak times, Essential Energy's contractor has approximately 150 meter readers out in the field undertaking metering services," David said.

"These staff can encounter unrestrained or aggressive dogs, locked or obstructed gates, insect nests, lizards and snakes, unkempt trees and shrubs, and rubbish near meters."

"While officers receive extensive training to safely manage on-the-job hazards, community members can take simple steps to support a safe and efficient meter read on their property," he said.

Secure animals away from meter boxes, locate fences and gates behind meter boxes and prune trees or shrubs that might impede access.

"Emergency service personnel may also need to access meter boxes during major emergencies, such as a bushfire, house fires or severe storms, so it's important to keep them accessible at all times," David said.

"If meter readers cannot access a meter for any reason, an estimate of electricity consumption will be provided based on previous data."

Customers can call Essential Energy on 13 23 91 if they wish to discuss any issues regarding access to their electricity meter.

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Essential Energy is the operator of one of Australia's largest electricity networks spanning 95 per cent of New South Wales' land mass. Owned by the New South Wales Government, Essential Energy also provides water and sewerage services to customers in far western New South Wales.