

Factsheet

Smart Energy Communities



Essential Energy is committed to providing a safe and reliable power supply to all customers across regional, rural and remote NSW. As the transition to more renewable energy continues, it's important we have a greater understanding of our customers' energy usage, to allow us to better plan for future energy services. To support this, we have established a pilot to assist us with accessing data on customer energy use across NSW.

What is the pilot

The pilot, called Smart Energy Communities, will involve the installation of smart energy monitoring systems to record energy usage levels, and solar generation where relevant, and provide this data to support future planning.

How does it work?

Essential Energy has engaged Wattwatchers Digital Energy to install smart energy monitoring devices at no cost to selected households and businesses that sign up.

The \$900 device and software/communications packages are being provided through funding support from both Essential Energy and the Australian Renewable Energy Agency (ARENA)* and are available to the first 200 eligible customers to apply to participate in the pilot. There is no cost involved for participants.

Wattwatchers will engage electrical contractors based in the nearest regional centres to do the installations. The electrician will need to visit your premises to install the monitoring device in your electrical switchboard and verify that it's working as it should. The installation and set-up will take up to two hours to complete, including the electrician collecting information about electrical loads and switchboards at each site.

Participants can download the Wattwatchers MyEnergy app to access data and insights on their own energy usage, the same data that will be shared with Essential Energy and Wattwatchers. MyEnergy app users may also receive in-app offers, some with rewards attached, as well as personalised energy use insights.

The pilot will run for two years, concluding March 2025.



What happens at the end of the pilot?

At the conclusion of the pilot, participating customers will have the option to keep the Wattwatchers monitoring equipment and MyEnergy app at their own cost for ongoing subscriptions (currently \$60 a year plus GST), or to have the device removed by an electrician at no cost to them. Essential Energy may also seek to extend the data-sharing period for the pilot through further engagement with participants and their communities.

How a Wattwatchers device works

A Wattwatchers device with 4G cellular or WiFi communications is installed in home and business switchboards by a licensed electrician (see below). It transmits energy data in near real-time to the internet, then is returned to users as visualisations and insights via our mobile app, MyEnergy.



**ARENA ACKNOWLEDGEMENT AND DISCLAIMER: This project is receiving funding from ARENA as part of ARENA's Advancing Renewables Program. The views expressed herein are not necessarily the views of the Australian Government, and the Australian Government does not accept responsibility for any information or advice contained herein.*

Further information is available through Essential Energy's website, essentialenergy.com.au or email the team at Wattwatchers: info@wattwatchers.com.au. Please include your location and preferred phone number.