

About the programme

As part of the Climate Action Plan, ESB Networks is upgrading all electricity meters in homes, farms and businesses across Ireland with smart meters. We would like to thank you in advance for your cooperation while we carry out the meter replacement.



Replacing your meter

You will receive a letter a few weeks in advance of your meter upgrade.

If your electricity meter is outdoors and easily accessible, you don't need to be home for us to carry out the meter replacement.

If your meter is located inside, we will arrange an appointment with you.

An ESB Networks technician or an electrical contractor working on our behalf will come to your property to remove your existing

meter and replace it with the new smart meter. All our installers carry photo ID.

To do the work safely, we will need to turn off your electricity supply for approximately 45 minutes.

We will also undertake a safety assessment of the ESB Networks meter installation and, where necessary, may carry out additional remedial works, at no cost to you.

Frequently asked questions

What are smart meters?

Smart meters are the next generation of metering technology. The new meter measures the electricity you use and automatically sends your meter reading directly to ESB Networks, significantly reducing the need for estimated bills.

What are the benefits of smart meters?

Smart meters send readings automatically, enabling more accurate billing and significantly reducing the need for estimated bills.

You can access more detailed and regular information on your electricity usage, giving you greater control over your

consumption. You can view your consumption data once you set up your ESB Networks Online Account at www.esbnetworks.ie

Electricity supply companies now offer a range of smart meter plans and tariffs which also provides you with more information on your electricity usage and allow you to move some of your consumption to times of the day when electricity is cheaper.

The upgrade helps ESB Networks to find faults quickly and manage the network more efficiently.

Smart meters will help us all become more energy efficient and environmentally friendly, empowering us to be part of the energy transition.

Where will my new smart meter be installed?

The new smart meter will be located in the same place as your existing electricity meter.

Will I be charged for the smart meter installation?

No. There is no additional charge for upgrading your meter. Like other meter upgrades, the cost is included in your existing charges for use of the electricity network.

Does it matter which electricity supply company I am with?

No. ESB Networks is replacing electricity meters for all customers.

Once your meter has been replaced, we will notify your supplier of the upgrade.

Does my electricity tariff change when I get a smart meter?

It's important to note that having a smart meter installed does not mean you are automatically assigned to a Smart Price Plan and it will not change the cost of your current tariff.

You should contact your electricity supplier directly to enquire about their smart products and the most suitable Time-of-Use tariff for you.

Who will be replacing my meter?

The replacement work will be carried out by either an ESB Networks technician or an electrical contractor working on our behalf.

What form of identification should I look for?

ESB Networks technicians and electrical contractors working on our behalf carry identification badges. All ID badges have a photograph of the installer and company logos, and clearly state they are working for, or on behalf of, ESB Networks. If you have any concerns, you can call ESB Networks on **1800 928 123** or **01 698 5005**.

What if myself or somebody in my household is dependent on electricity for medical reasons?

ESB Networks will contact all customers who have previously registered as requiring special assistance in order to make a suitable appointment for the replacement of their meter.



NETWORKS

For more information

Web: esbnetworks.ie/smartmeter

Email: esbnetworks@esb.ie

Smart Meter Telephone Line
1800 928 123 / 01 698 5005



NETWORKS

SAOL GLAN LEICTREACH Á CHUR AR FÁIL, MÉADAR AR MHÉADAR

Find out more at esbnetworks.ie/smartmeter



Maidir leis an gclár

Mar chuid den Phleanum Ghníomhú ar son na hAeráide, tá ESB Networks chun méadar cliste a shuiteáil i ngach teach, feirm agus gnó ar fud na hÉireann. Is mian linn buíochas a ghabháil leat roimh ré as ucht comhoibriú linn agus an obair seo ar bun.



Suiteáil do mhéadair nua

Gheobhaidh tú litir cúpla seachtain roimh uasghrádú do mhéadair.

Má tá do mhéadair leictreachais lasmuigh de do theach in áit ar féidir teacht air go héasca, ní bheidh ort a bheith sa bhaile agus an méadair nua á shuiteáil againn.

Má tá do mhéadair suite taobh istigh, déanfaimid coinne leat.

Tiocfaidh teicneoir ESB Networks nó conraitheoir leictreachais ag obair thar ár gceann chuig d'áitreabh chun an méadair atá ann

cheana a bhaint agus an méadair cliste nua a chur ina ionad. Bíonn cárta aitheantais fhótagrafaigh ag gach duine dár gcuid oibrithe.

Beidh orainn do sholáthar leictreachais a mhúchadh go ceann thart ar 45 nóiméad leis an obair a dhéanamh go slán sábháilte.

Déanfaimid measúnú sábháilteachta ar fheistiú an mhéadair de chuid ESB Networks freisin agus, nuair is gá, déanfaimid oibreacha breise deisiúcháin saor in aisce duit.

Ceisteanna coitianta

Céard is méadair cliste ann?

Teicneolaíocht mhéadraithe den chéad ghlúin eile is ea an méadair cliste. Tomhaiseann an méadair nua an leictreachas a úsáideann tú agus seolann do léamh méadair go huathoibríoch díreach chuig ESB Networks, rud a laghdaíonn go mór an gá le billí measta.

Cé na buntáistí a bhaineann leis na méadair chliste?

Seolann méadair chliste léamha go huathoibríoch, rud a fhágann go mbeidh billí níos beaichte agus go laghdófar go suntasach an gá le billí measta.

Beidh teacht agat ar fhaisnéis níos mionsonraithe agus níos rialta ar d'úsáid leictreachais, rud a thabharfaidh smacht níos fearr duit ar d'ídiú. Is féidir leat do shonraí tomhaltais a fheiceáil a luaithe a bhunaíonn tú do Chuntas ar Líne le ESB Networks ag www.esbnetworks.ie

Tairgeann comhlachtaí soláthair leictreachais anois raon de phleananna agus de tharaifí méadair chliste a thugann tuilleadh eolais duit ar d'úsáid leictreachais agus a chuireann ar do chumas cuid de do thomhaltas a aistriú chuig amanna den lá a mbíonn leictreachas níos saoire.

Cabhróidh an t-uasghrádú le ESB Networks fabhtanna a aimsiú níos tapa agus bainistiú níos éifeachtaí a dhéanamh ar an líonra leictreachais.

Cabhróidh méadair chliste linn go léir a bheith níos tiosaí ar fhuinneamh agus níos neamhdhíobhálaí don chomhshaol, rud a chuirfidh ar ár gcumas ár gcion féin a dhéanamh san aistriú fuinnimh.

Cén áit a suiteálfar mo mhéadar cliste nua?

Beidh an méadar cliste nua san áit chéanna le do mhéadar leictreachais reatha.

An gcearrfar táille orm as suiteáil an mhéadair chliste?

Ní gcearrfar aon táille bhreise ort as uasghrádú do mhéadair. Amhail cláir eile uasghrádaithe méadar, tá an costas san áireamh sna táillí a íocann tú cheana féin as an líonra leictreachais a úsáid.

Táim le comhlacht eile soláthair leictreachais. An ndéanfaidh sé sin aon difríocht?

Ní dhéanfaidh. Beidh ESB Networks ag suiteáil méadar leictreachais nua do gach custaiméir.

Nuair a bheidh do mhéadar curtha in áit, cuirfimid do sholáthraí ar an eolas faoin uasghrádú.

An athraíonn mo tharaif leictreachais nuair a fhaighim méadar cliste?

Tá sé tábhachtach a thabhairt faoi deara nach mbeidh ort athrú go Pragasphlean Cliste má shuiteáiltear méadar cliste agus nach n-athrófar costas do tharaife reatha dá bharr.

Ba cheart duit teagmháil a dhéanamh le do sholáthraí leictreachais chun fiosrúchán a dhéanamh maidir le táirgí cliste agus an taraif Ama Úsáide is oiriúnaí duitse.

Cé a bheidh ag suiteáil mo mhéadair nua?

Is é teicneoir le ESB Networks nó conraitheoir leictreachais ag obair thar á gceann a dhéanfaidh an obair athsholáthair.

Cén cineál cruthúnais aitheantais ba cheart dom a lorg?

Bíonn cárta aitheantais ag teicneoirí de chuid ESB Networks agus ag na conraitheoirí atá ag obair thar ár gceann. Ar an gcárta aitheantais feicfidh tú grianghraf den duine agus lógónna an chomhlachta, agus luafar air go soiléir go bhfuil an té ag obair do ESB Networks nó thar a cheann. Má bhíonn aon imní ort, is féidir leat glaoch ar ESB Networks ar **1800 928 123** nó ar **01 698 5005**.

Céard a tharlóidh más rud é go bhfuil mise nó duine eile i mo theach spleách ar leictreachas ar chúiseanna leighis?

Déanfaidh ESB Networks teagmháil leis na custaiméirí go léir is eol a bhfuil cúnamh speisialta ag teastáil uathu le coinne a dhéanamh leo leis an méadar nua a shuiteáil.



NETWORKS

Chun tuilleadh eolais a fháil

Gréasán: esbnetworks.ie/smartmeter

R-phost: esbnetworks@esb.ie

Líne theileafóin maidir le méadair chliste
1800 928 123 / 01 698 5005