



NETWORKS

# CONNECTING A CLEAN ELECTRIC FUTURE, METER BY METER

Find out more at  
[esbnetworks.ie/smartmeter](https://esbnetworks.ie/smartmeter)



## Your new smart meter

As part of Ireland's Climate Action Plan, ESB Networks is replacing 2.4 million electricity meters in homes, farms and businesses across Ireland with smart meters.

The national meter upgrade programme began in the autumn of 2019 and will continue through to the end of 2024.

We would like to thank you in advance for your cooperation while we carry out the replacement work.



## Replacing your meter

- You will receive a letter a few weeks in advance of your meter replacement.
- 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?

A smart meter helps you to manage your electricity usage and enables you to access a range of new smart services from electricity supply companies.

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 bring benefits to customers, the environment and the economy. By accessing new smart services offered by electricity supply companies, you can get more information and have greater control over your energy consumption.

These new services include Time-of-Use tariffs, which allow you to make best use of your electrical appliances by moving some of your consumption to times of the day when electricity is cheaper.

Additionally, smart meters support local renewable generation and the electrification of heat and transport, as well as the wider adoption of microgeneration.

The meters will also enable ESB Networks to identify and remedy faults more quickly.

### Where will my new smart meter be installed?

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

### 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 meters for all customers, regardless of your electricity supplier.

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

### 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.



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### ESB Networks contact details

Smart Meter Telephone Line  
1800 928 123 / 01 698 5005

Email: [esbnetworks@esb.ie](mailto:esbnetworks@esb.ie)

Web: [esbnetworks.ie/smartmeter](http://esbnetworks.ie/smartmeter)



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# MÉADAR AR MHÉADAR, TÁIMID AG ULLMHÚ DO CHEANTAIR DON SAOL GLAN LEICTREACH

Find out more at  
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## Ceisteanna coitianta

### Céard is méadar cliste ann?

Cabhraíonn méadar cliste leat d'úsáid leictreachais a bhainistiú agus cuireann ar do chumas rochtain a fháil ar réimse seirbhísí cliste nua ó chomhlachtaí soláthair leictreachais.

Tomhaiseann an méadar nua an leictreachais 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?

Is iomaí buntáiste a bhaineann le méadair chliste don chustaiméir, don chomhshaol agus don gheilleagar araon. Trí rochtain a fháil ar sheirbhísí cliste nua a thairgeann comhlachtaí soláthair leictreachais, is féidir leat rochtain a fháil ar níos mó faisnéise agus smacht níos mó a bheith agat ar do thomhaltas fuinnimh.

I measc na seirbhísí nua seo tá taraifí 'Am Úsáide' a ligeann duit an úsáid is fearr a bhaint as d'fhearais leictreachais trí chuid de do thomhaltas a bhogadh chuig na hamanna den lá a mbíonn leictreachas níos saoire.

Ina theannta sin, tacaíonn méadair chliste le giniúint in-athnuaite áitiúil, leictríú teasa agus iompair, comh maith le glacadh níos leithne le

micrighiniúint. Cuirfidh na méadair ar chumas ESB Networks lochtanna a aithint agus a leigheas níos gasta.

### Cén áit a suiteálfar mo mhéadar cliste nua?

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

### An ngearrfar táille orm as suiteáil an mhéadair chliste?

Ní ghearrfar aon táille bhreise ort as uasghrádú do mhéadair. Amhail cláir eile uasghrádaithe méadair, 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 nua do gach custaiméir, is cuma cén soláthraí leictreachais atá aige nó aici.

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

### 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.

## Do mhéadar cliste nua

Mar chuid de Phlean Gníomhaithe na hÉireann ar son na hAeráide, tá ESB Networks ag suiteáil 2.4 milliún méadar cliste i dtithe, feirmeacha agus gnóthais ar fud na hÉireann.

Cuireadh tús leis an gclár uasghrádaithe méadar i bhfómhar 2019 agus leanfar leis go dtí deireadh 2024.

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 shuiteáil do mhéadair.
- Má tá do mhéadar leictreachais lasmuigh de do theach in áit ar féidir teacht air go héasca, ní bheidh ort a bheith sa bhaile agus an méadar nua á shuiteáil againn.
- Má tá do mhéadar suite taobhistigh, déanfaimid coinne leat.
- Tiocfaidh teicneoir ESB Networks nó conraitheoir leictreachais ag obair thar ár gceann chuig d'áitreabh chun an méadar atá ann cheana a bhaint agus an méadar 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.
- 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.

## 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 Céard a tharlóidh más rud é go bhfuil mé 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.



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### Sonraí teagmhála ESB Networks

Líne Theileafóin maidir leis an Méadar Cliste  
1800 928 123 / 01 698 5005

R-phost: [esbnetworks@esb.ie](mailto:esbnetworks@esb.ie)

Gréasán: [esbnetworks.ie/smartmeter](http://esbnetworks.ie/smartmeter)