



NETWORKS

COVID-19 INFORMATION ON YOUR SMART ELECTRICITY METER UPGRADE

ESB Networks is upgrading your existing electricity meter to a new smart meter.

We have implemented additional measures, in accordance with Government and HSE COVID-19 guidelines, to ensure your safety during the meter replacement.

We are conscious that customers may be self-isolating or working from home. In such cases, we can work with you to arrange a suitable time to exchange your meter.

On the Day of Your Meter Replacement

Upon arrival, the technician will call you or knock on your door to ensure it is convenient to proceed with the meter replacement. Our technicians will adhere to social distancing guidelines.

During the meter replacement work, our technicians will take the following precautions:

1. Wear personal protective equipment while carrying out the work.
2. Set up a work exclusion zone around the meter, where possible.
3. Sanitise their hands and equipment before and after the meter exchange.

On completion, your meter cabinet will be sanitised, and the technician will inform you that the meter has been exchanged and your electricity supply has been restored.

Further information can be found at:

Smart Meter Telephone Line: 1800 928 123 / 01 698 5005

Email: esbnetworks@esb.ie **Web:** [esbnetworks.ie/smartmeter](https://www.esbnetworks.ie/smartmeter)





FAISNÉIS COVID-19 MAIDIR LE D'UASGHRÁDÚ CHUIG MÉADAR CLISTE

Is gearr go mbeidh ESB Networks ag cur méadar cliste nua in ionad an mhéadair atá agat faoi láthair.

Tá bearta breise curtha i bhfeidhm againn, de réir threoirlínte COVID-19 an Rialtais agus FSS, chun do shábháilteacht a chinntiú i rith na hoibre athsholáthair méadar.

Is eol dúinn go bhféadfadh custaiméirí a bheith ag féinleithlisiú nó ag obair ón mbaile. Ina leithéid de chásanna, is féidir linn an obair a sceidealú don am is fearr a d'oirfeadh duitse.

Ar Lá Athsholáthar do Mhéadair

Tar éis don teicneoir an áit a bhaint amach, cuirfidh sé glao ort nó cnagfaidh ar do dhoras chun a chinntiú gur féidir dul ar aghaidh le hathsholáthar an mhéadair. Cloífidh ár dteicneoirí leis na treoirlínte maidir le scaradh sóisialta.

Agus an méadar á athsholáthar, déanfaidh ár dteicneoirí na réamhchúraimí seo a leanas:

1. Trealamh cosanta pearsanta a chaitheamh agus an obair ar siúl.
2. Crios eisiaimh oibre a chur ar bun thart ar an méadar, nuair is féidir.
3. A lámha agus a dtrealamh a dhíghalrú roimh an méadar a athsholáthar agus ina dhiaidh.

Tar éis an obair a chur i gcrích, déanfar do chaibinéad méadair a dhíghalrú agus cuirfidh an teicneoir in iúl duit go bhfuil sé tar éis do mhéadar a athsholáthar agus go bhfuil leictreachas agat arís.

Is féidir tuilleadh eolais a fháil ag:

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

R-phost: esbnetworks@esb.ie **Gréasán:** esbnetworks.ie/smartmeter

