



# **Advanced Metering Infrastructure (AMI)**

# Overview

Advanced Metering Infrastructure (AMI) uses radio frequency (RF) communications and intelligent metering software systems that combine to deliver the latest in electricity metering technology.

An Advanced Meter digitally measures energy use and remotely sends consumption data to Western Power every day via a RF communications card.

# Key Features of AMI

The introduction of Advanced Meters is one of the largest and most innovative changes to how energy is measured in Western Australia and promises many exciting new customer opportunities, including:

- greater visibility (via your Synergy My Account) of daily electricity uses at a premises;
- identifying the best opportunities for customers to save electricity; and
- how best to make usage changes to avoid bill shock.

Advanced Meters are read daily. The data is sent wirelessly with state-of-the-art encryption to Western Power. This means estimated bills are (in most cases) significantly reduced.

Faster electricity reconnections also occur after a property has been disconnected as Advanced Meters can be remotely 'armed' by Western Power's metering software system. This allows a customer to restore power to their premises by simply pressing a button on the meter.

Bringing flexibility to the electricity network, AMI allows Western Power to detect safety issues quickly and remotely for our customers.

New Synergy products and services for customers will be enabled by interval data available from Advanced Meters.



## Acknowledgement of Country

Synergy acknowledges the Traditional Owners of the Land on which we operate and their continuing connection to the land, water and community. We pay our respects to all Aboriginal and Torres Strait Islander communities, their cultures and to Elders past, present and emerging.

# Key benefits of AMI

Some of the key benefits of AMI include:

1. Electricity consumption data is digitally recorded in half hourly intervals (which is referred to as 'interval data'). This granular data is helpful if you are considering purchasing a solar PV system/battery storage; or looking to reduce power consumption.
2. Your bills will no longer be a surprise. Through your Synergy My Account, you have better visibility of your electricity usage and how much your future Synergy bill will cost. This can give you certain information needed to make changes to your electricity use before you receive your next bill, particularly if your consumption is higher than expected.
3. Your meter is read remotely. The interval data is encrypted and sent wirelessly to Western Power. This means estimated bills are (in most cases) significantly reduced.
4. An Advanced Meter can be remotely re-energised (for example, when moving into a disconnected property or reconnection after a non-payment). This may significantly reduce the amount of time for this service.

Customers without an Advanced Meter require a Western Power technician or crew to attend site to physically reinstate fuses and/or service leads. These site visits can take up to 2 business days for metropolitan customers and up to 6 business days for rural customers.

5. Advanced Meters will help with the future development of new retail products and services (for example, new tariffs that charge different rates at different times of the day) which is something that hasn't been possible without interval enabled meters installed across a large portion of the network.

Synergy has already introduced several new products and features to assist customers in taking advantage of AMI and interval data in the future, including giving customers the opportunity to request an Advanced Meter before it is due for replacement via Western Power.\*

6. Flexibility in the electricity network also gives Western Power improved visibility of power flows, which will allow it to improve its ability to detect safety issues quickly and remotely.

\*Charges apply and Synergy notes that this is subject to certain eligibility criteria and that some rural suburbs may not yet have access to AMI.

# AMI FAQs

## Will my bill look the same?

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If you have an Advanced Meter installed, you won't need to do anything differently, but your bills will look a little different.

If you have had an Advanced Meter installed, you will still see your total consumption appear on your bill. However, this will not include a reference to previous and current accumulation reads as Synergy will instead aggregate your half hourly interval reads into total consumption.

Half hourly meter reading information is collected daily and will be available on your Synergy My Account, typically within one business day of Western Power collecting the data from your Advanced Meter.

The interval data (half hourly data recordings) is collected daily and is typically available on Synergy's website in My Account the following day. This will provide you with 48 readings per Advanced Meter register, per day – or approximately 2,880 recordings per meter register per bill.

Synergy notes that you can still take accumulative consumption and generation reads yourself from the Advanced Meter registers, and your Synergy My Account will allow you to export intervals to Microsoft Excel so you can utilise this base data for your own purposes.

## Do I have to pay for an Advanced Meter?

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Advanced Meters are being installed as part of the Western Australian State Government's "Energy Transformation Strategy" program, which aims to provide for cleaner, more reliable, and low-cost electricity.

When installed as part of this program there is no upfront cost to you for an Advanced Meter.

If your suburb has not yet been selected for the deployment of Advanced Metering as part of the program and you wish to obtain an Advanced Meter ahead of this, you can request a meter upgrade to have an Advanced Meter arranged by Synergy for a fee\*. To view the current metering fees applicable, please visit [synergy.net.au/pricechanges](http://synergy.net.au/pricechanges).

\*Synergy notes that this is subject to certain eligibility criteria and that some rural suburbs may not yet have access to AMI.

## How does it work?

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Advanced Meters can be read remotely via RF technology, with the data sent to Western Power. Western Power then validates the metering data and sends it to Synergy the following business day. Synergy uses that information to bill you for the electricity you have used.

AMI records consumption in 30-minute blocks (also known as "intervals"), which you can access the following business day via your Synergy My Account.

The monetary value of the interval consumption is also recorded and will be accessible via Synergy My Account to allow you to see how your future Synergy bill is accruing.

As a result, you will have greater visibility of your daily electricity usage and can help identify the best opportunities to save electricity.

## Are Advanced Meters safe?

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Advanced Meters installed in Australia are required to meet strict safety standards and comply with electromagnetic exposure limits developed by the Australian Radiation Protection and Nuclear Safety Agency (**ARPANSA**).

Advanced Meters emit a lower frequency than mobile phones, broadcast towers, microwaves, garage door openers and wi-fi.

For more information, visit:

[arpansa.gov.au/understanding-radiation/radiation-sources/more-radiation-sources/smart-meters](http://arpansa.gov.au/understanding-radiation/radiation-sources/more-radiation-sources/smart-meters)

## Do I 'own' the Advanced Meter at my premises?

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Western Power in their role as the Electricity Network Operator owns, installs, operates and maintains the Advanced Meter at your premises; as such, electricity meters are an essential component of Western Power's electricity network.

Synergy bills are based on the energy data obtained from the meter, in combination with the parameters of your chosen electricity plan.

## 'Opting-out' of Advanced Metering

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Western Power allows some customers to 'opt-out' of Advanced Metering if they meet Western Power's eligibility criteria.

'Opting-out' means the new meter remains, with the RF communications device removed.

If you seek to 'opt-out' and you meet Western Power's eligibility criteria to do so, your Advanced Meter will be reverted to a basic meter, and you will be required to be a 'self-read' customer.

## Who can't 'opt-out' of Advanced Metering?

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Customers who are not permitted to 'opt-out' of having an Advanced Meter include:

- customers with dogs that prevent Western Power from accessing the meter;
- customers that have had previous safety incidents with Western Power personnel;
- customers with grid-connected assets such as solar, electric vehicles, and batteries; and
- customers who are classified as 'Contestable' under the WA regulatory requirements (those using more than an average of 137 units per day).

## 'Opt-out' customers on time of use products

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If you seek to 'opt-out' of AMI, you will no longer be eligible for certain Synergy products that are reliant on interval data.

If you seek to 'opt-out' of AMI and you are on a Synergy product that is reliant on interval data, you will be moved to a product with a flat price regulated tariff.

If you are a customer who has already 'opted-out' of AMI, you won't be able to move off a regulated tariff unless you opt back in and have an Advanced Meter re-installed.

# Synergy time of use products that require AMI

## Residential time of use products

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Synergy Midday Saver

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Synergy Electric Vehicle Add On

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\*Synergy Electric Vehicle Home Plan

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\*Synergy Smart Home Plan

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\*Synergy SmartPower® (SM1)

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\*\*Synergy Community Energy

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## Non-residential time of use products

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Synergy Business Time of Use® (R1)

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\*Legacy product not available to new customers.

\*\*Product only available to Synergy customers in case management and hardship programs per Synergy's discretion.

## 'Opting-out' of interval data but retaining an Advanced Meter

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Non-contestable customers (being those using less than an average of 137 units per day) can choose to 'opt-out' of interval data but retain their Advanced Meter.

If you choose this option, the wireless data collection and push-button re-energisation functionality remains on your Advanced Meter.

If you are on a Synergy time of use product, you will also be reverted to a regulated tariff.

Visibility of data daily becomes unavailable on your Synergy My Account; and you will only be provided with accumulation meter readings in alignment with your bi-monthly billing schedule.

### **Note for customers on the Distributed Energy Buyback Scheme (DEBS):**

Unfortunately DEBS is only compatible with Advanced Meters when they are configured for interval data, so this option is not available to DEBS customers.

## Becoming a 'self-read' customer

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'Self-read' customers are those customers who read their own meter for Western Power.

If you 'opt-out' of AMI, you will be required to register as a self-reader with Synergy. Once you've registered as a self-reader, Western Power will send you instructions on how to read your meter; and how to provide the readings to Western Power when they are required for scheduled billing.

## Opting back into AMI

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If you are a customer who has opted out of AMI and want to opt back in, Western Power will need to visit your premises to re-instate a RF communications card with your compatible meter.

This service is ordered via Synergy and a fee will apply. To view the current metering fees applicable, please visit [synergy.net.au/pricechanges](http://synergy.net.au/pricechanges).

# Our commitment to serve you well

We may supply your energy but what we're really here for is to help you get the most out of it. That means giving you the best possible service. If you have any feedback or ways we can help you better, we'd love to hear them.

Visit us online at [synergy.net.au/contact](https://www.synergy.net.au/contact)

Give us a call:

- **13 13 53** for residential customers.  
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
- **13 13 54** for business customers.  
Monday to Friday between 8am and 5pm AWST, excluding public holidays.
- **(08) 6212 2222** for calls outside Western Australia.
-  **TTY 13 36 77**  
if you have hearing or speech difficulties.  
Monday to Friday between 7am and 7pm AWST, excluding public holidays.
-  **TIS 13 14 50**  
for telephone interpretation services.

Or you can write to us:

- **Customer Services**  
**Synergy**  
**GPO Box K851**  
**Perth WA 6842**