



INTELLIHUB SMART METER COMMUNICATIONS UPGRADE

Some electricity meters across New Zealand will require an upgrade due to the 2G and 3G cellular network shutdown. This is a technology upgrade so customers can continue to receive accurate billing and access meter consumption data from their Energy Retailer.

The upgrade will ensure that your meter continues to communicate on the 4G and 5G networks.

There is no cost for this work.

WHAT WILL THE WORK INVOLVE?

The communications module replacement will be carried out by a licensed metering technician. The technician will remove the current communications module and replace it with a new one.

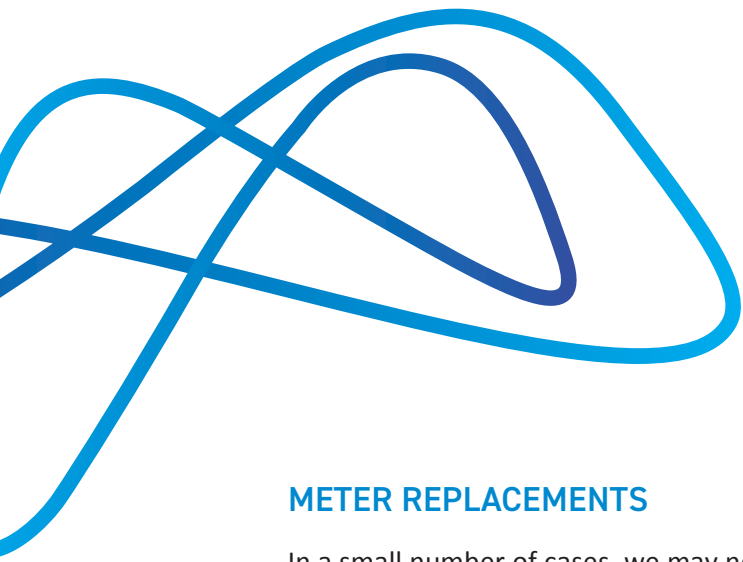
Prior to leaving your property, the technician will test and certify the installation; and ensure the meter is operating correctly. Your power will not be interrupted during this work.

Your energy retailer will write or email you advising you when we will visit your property to perform this work. You can also contact us via the phone number and email provided to organise a time for the work to take place.

You do not need to be home when this work takes place, as long as we can access your meter. If your meter is located inside your property, please contact us on the phone number to make an appointment.

To help make our visit as safe as possible for you and our technicians, please let us know if there are any potential hazards on your property, like dogs or other large animals. The safety of our people and our customers is our top priority, so your help is appreciated.

If you are not at the property, a calling card will be left in your mailbox advising you if the upgrade was successful or to let you know the reason why we could not complete the installation.



METER REPLACEMENTS

In a small number of cases, we may need to replace your electricity meter, rather than replace your communications modem.

Your power will be interrupted for about 30 minutes while a licensed meter technician removes the existing meter and replaces it with a new one. Prior to leaving your property, the technician will reconnect your power, test and certify the installation, and ensure the meter is operating correctly.

Again, there will be no charge for this replacement and you do not need to be home when this work takes place, as long as we can access your meter.

Your energy retailer will contact you by email or letter to inform you when this work will take place. You can contact us via the details provided to organise a separate time for the work to take place.

If you or anyone at the premise are medically dependent, vulnerable or have any other special needs, and you have concerns in the event an outage may occur, please contact us on the number shown in your letter or email.

About Intellihub

Intellihub is one of New Zealand's largest and most experienced smart meter and energy data providers. We install and maintain smart meters to household and business customers on behalf of electricity retailers.