



Small Market Meter Alterations Form

Once completed, please email this form to service@shellenergy.com.au

Customer Details (All customers to complete)	
Customer/Company Name	
ABN/ACN	
NMI	

Checklist		
ACT/NSW customer only	<input type="checkbox"/>	I have provided a description of the works required in the field below:
QLD (Energex customers only):	<input type="checkbox"/>	An Electrical Works Request (EWR) has been submitted via the Energex portal, and I have provided the EWR reference number in the field below:
SA customers only:	<input type="checkbox"/>	A Form A has been submitted via the SA Power Networks portal, and I have provided the Form A reference number in the field below:
TAS customers only:	<input type="checkbox"/>	I have attached a copy of the Electrical Works Request
VIC (Citipower/Powercor customers only):	<input type="checkbox"/>	An initial application has been submitted in the eConnect portal, and I have provided the CR reference number below:
VIC (Jemena/Ausnet/United Energy customers only):	<input type="checkbox"/>	I have attached a copy of the Electrical Works Request and Certificate of Electrical Safety if required.

Direct Metering Agreement	
Is this site covered by an existing Direct Metering Agreement (DMA)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please confirm the metering provider. If you do not have a DMA, our standard metering costs will apply, and we will confirm these once the meter is active. Other fees and charges may apply under the terms of your Retail Electricity Agreement.	
Metering Coordinator:	

Meter installation time (applies to ACT, NSW, QLD, SA, TAS only)

Where a new meter is required as part of the works requested, retailers are required to perform a meter installation by a date agreed with the small customer or within fifteen business days if no timing can be agreed.

To assist with scheduling your meter installation, please select your preferred option:

<input type="checkbox"/> Option 1	Meter to be installed on an agreed date. If this option is selected, the Metering Coordinator will contact you within 4 business days to arrange a suitable time to attend the site.
<input type="checkbox"/> Option 2	Meter to be installed within 15 Business Days of a completed request being received.

Note: Meter installation timing is subject to site being safe, accessible and ready for required installation works and the connection service being complete. If meter installation is not able to be completed due to the site not being safe, accessible or otherwise suitable for the installation, we may pass through any charges we incur to you.

Note: The above does not apply to customers in Victoria.

Authorisation (All customers to complete)

I accept all costs associated with the works requested

Yes No

These costs will be the fees and charges passed through to you from the distributor and/or metering provider who undertakes the installation, and will vary depending on the meter type, works required and time of installation taken. Speak to your electrician for a guide of what the cost may be.

Authorised by:

Customer's authorised representative			
Print Name			
Position		Date	

Information about our Privacy Policy

We collect information on this form for the purpose of providing the services related to your electricity supply at the site address. Shell Energy will disclose this information to the distributor and other entities who provide services related to your electricity supply. We handle your personal information in accordance with our privacy policy at shellenergy.com.au/privacy. The head office of Shell Energy Retail Pty Ltd is Level 30, 275 Eagle Street, Brisbane QLD 4000. Contact details are telephone **+61 7 3020 5100**, facsimile **+61 7 3220 6110**.