NETWORKS

COVID-19 INFORMATION REGARDING YOUR SMART ELECTRICITY METER REPLACEMENT

ESB Networks has recommenced the rollout of the National Smart Metering Programme, but only where the meter is located outside the premises. If the meter is indoors, we will not proceed with the exchange at this time.

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

We are conscious that customers may be self-isolating, working from home or undertaking examinations and we will work with you to arrange the most suitable time to exchange the meter.

On the Day of Your Meter Replacement

The installer will call you before arriving at your premises to check if it is convenient to proceed and outline the meter replacement process. If they are unable to contact you by telephone, they will knock on your door while adhering to social distancing guidelines.

The following safety measures will be taken during the meter replacement:

1. Our installers will set up a work exclusion zone of 3 metres around the meter where possible.
2. They will wear personal protective equipment while carrying out the work.
3. The installers will sanitise their hands and equipment before and after each meter exchange.
4. On completion, the installer will sanitise the meter cabinet and 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

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NETWORKS

FAISNÉIS COVID-19 MAIDIR LE DO MHÉADAR CLISTE LEICTREACHAIS ATHSHOLÁTHAIR

Tá ESB tar éis seoladh an Chláir Náisiúnta um Méadrú Cliste a atosú, ach ní oibreofar ach le méadair atá lasmuigh den áitreabh. Más laistigh atá an méadar, ní thabharfaimid faoin malartú méadair i láthair na huaire.

Tá bearta breise tugtha isteach againn, de réir threoirlínte an Rialtais agus FSS, chun do shábháilteacht a chinntiú i rith na hoibre athsholáthair méadar.

Tuigimid go bhféadfadh custaiméirí a bheith i mbun féin-aonraithe, ag obair ón mbaile nó ag ullmhú le haghaidh scrúduithe; mar sin, labhróimid leat chun a fháil amach cén t-am is fearr a oireann duit chun an méadar a mhalartú.

Ar an Lá a nDéanfar an tAthsholáthar Méadair

Tabharfaidh an suiteálaí glao nó cuairt chúirtéise ort sula sroicheann sé d'áitreabh chun a sheiceáil an bhfeileann sé duit go leanfaí den obair agus chun próiseas athsholáthair an mhéadair a mhíniú duit. Mura bhfuil sé in ann dul i dteagmháil leat ar an nguthán, cnagfaidh sé ar an doras ach cloífidh sé san am céanna leis na rialacha maidir le scaradh sóisialta.

Cuirfear na bearta sábháilteachta seo a leanas i bhfeidhm i rith na hoibre athsholáthair méadair.

1. Áit ar féidir, cuirfidh ár suiteálaithe crios eisiaimh oibre 3 mhéadar ar bun timpeall ar an méadar.
2. Beidh trealamh cosanta pearsanta á chaitheamh acu fad a bheidh an obair ar siúl ag d'áitreabh.
3. Déanfaidh na suiteálaithe a lámha agus a dtrealamh a dhíghalrú roimh agus tar éis gach malartaithe méadair.
4. Tar éis chríochnú na hoibre, déanfaidh na suiteálaithe an caibinéad méadair a dhíghalrú agus tabharfaidh siad le fios duit go bhfuil siad tar éis do mhéadar a mhalartú 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

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