



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

