



NETWORKS

METER BY METER
WE'RE GETTING YOUR
AREA READY FOR A
LOW-CARBON FUTURE.



Your next generation electricity meter

As part of the National Climate Action Plan, ESB Networks is replacing 2.4 million electricity meters in homes, farms and businesses across Ireland with next generation meters.

The introduction of this new technology will bring benefits to customers, the environment and the economy.

The meter upgrade programme began in the autumn of 2019 and will continue on a phased basis through to the end of 2024. We would like to thank you in advance for your co-operation while we carry out the replacement work.



Replacing your meter

- You will receive a letter a few weeks in advance of your meter replacement.
- If your electricity meter is outdoors and easily accessible, you don't need to be home for us to carry out the meter replacement.
- If your meter is located inside, we will arrange an appointment with you.
- An ESB Networks technician or an electrical contractor working on our behalf will come to your property to remove your existing meter and replace it with the new smart meter. All our installers will carry photo ID.
- To do the work safely, we will need to turn off your electricity supply for approximately 45 minutes.
- We will also undertake a safety assessment of the ESB Networks meter installation and, where necessary, may carry out additional remedial works, at no cost to you.

Frequently asked questions

What are smart meters?

Smart meters are the next generation of electricity meters and are a key component of the National Climate Action Plan.

Using digital technology and the 2G mobile phone network, smart meters will give you access to accurate information on your energy usage throughout the day.

What are the benefits of smart meters?

The upgrade to smart meters will help us all become more energy efficient and environmentally friendly by facilitating the development of Ireland's growing renewable generation, smart grids and support the electrification of transport and heat.

When your meter is upgraded, you will be able to avail of new smart products and services offered by electricity supply companies. This, if you choose, will enable you to shift some of your consumption to times of the day when electricity is cheaper.

Smart meters will provide greater access to accurate information on your energy usage, giving you greater control over your energy consumption.

They also will significantly reduce the need for manual meter readings and estimated bills.

Smart meters will allow ESB Networks to find faults quicker and manage the network more efficiently.

Where will my new smart meter be installed?

The new smart meter will be located in the same place as your existing one.

Will I be charged for the smart meter installation?

No. There is no additional charge for upgrading your meter. Like other meter upgrades, the cost is included in your existing charges for use of the electricity network.

Does it matter which electricity supply company I am with?

No. ESB Networks is replacing meters for all customers, regardless of your electricity supplier.

Who will be replacing my meter?

The replacement work will be carried out by either an ESB Networks technician or an electrical contractor working on our behalf.

What form of identification should I look for?

ESB Networks technicians and electrical contractors working on our behalf carry photo identification badges. All ID badges have a photograph of the installer, company logos and clearly state they are working for, or on behalf, of ESB Networks. If you have any concerns you can call ESB Network on 1800928 123 or 01 698 5005.

What if myself or somebody in my household is dependent on electricity for medical reasons?

ESB Networks will contact all customers who have previously registered as requiring special assistance in order to make a suitable appointment for the replacement of their meter.



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ESB Networks contact details

Smart Meter Telephone Line
1800 928 123 / 01 698 5005

Email: esbnetworks@esb.ie

Web: esbnetworks.ie/smartmeter



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MÉADAR AR MHÉADAR TÁIMID AG ULLMHÚ DO CHEANTAIR DON SAOL AR BHEAG-ASTÚ CARBÓIN.



Do mhéadar leictreachais den chéad ghlúin eile

Mar chuid den Phlean Náisiúnta um Ghníomhú ar son na hAeráide, tá ESB Networks chun 2.4 milliún méadar leictreachais den chéad ghlúin eile a shuiteáil i dtithe, feirmeacha agus gnóthais ar fud na hÉireann.

Beidh cuid mhór buntáistí ag baint leis an teicneolaíocht nua seo don chustaiméir, don chomhshaol agus don gheilleagar araon.

Cuireadh tús leis an gclár uasghrádaithe méadar i bhfómhar 2019 agus beidh sé á chur chun cinn ina chéimeanna go dtí deireadh 2024. Is mian linn buíochas a ghabháil leat roimh ré as ucht comhoibriú linn agus an obair seo ar bun.



Feistiú do mhéadair nua

- Gheobhaidh tú litir cúpla seachtain roimh athsholáthar do mhéadair.
- Má tá do mhéadar leictreachais lasmuigh de do theach in áit ar féidir teacht air go héasca, ní bheidh ort a bheith sa bhaile agus an méadar nua á fheistiú againn.
- Má tá do mhéadar laistigh, déanfaimid coinne leat.
- Tíocfaidh teicneoir líonra de chuid ESB Networks nó conraitheoir leictreachais ag obair thar ár gceann chuig d'áitreabh chun an méadar atá ann cheana a bhaint agus an méadar cliste nua a chur ina ionad. Beidh cárta aitheantais fhótagrafaigh ag gach duine dár gcuid oibrithe.
- Beidh orainn do sholáthar leictreachais a mhúchadh go ceann thart ar 45 nóiméad leis an obair a dhéanamh go slán sábháilte.
- Déanfaimid measúnú sábháilteachta ar fheistiú foriomlán an mhéadair freisin agus, nuair is gá, déanfaimid oibreacha breise deisiúcháin saor in aisce duit.

Ceisteanna coitianta

Céard is méadar cliste ann?

Tá méadair chliste ar an gcéad ghlúin eile de mhéadair leictreachais agus tá siad ina gcuid thábhachtach den Phlean Gnímh don Aeráid. Baineann siad úsáid as teicneolaíocht dhigiteach agus as an líonra móibíleach 2G chun eolas cruinn a thabhairt duit maidir leis an bhfuinneamh a úsáideann tú i rith an lae.

Cé na buntáistí a bhaineann leis na méadair chliste?

Cabhróidh na méadair chliste le gach uile dhuine againn a bheith níos tíosaí ar fhuinneamh agus níos lú dochair a dhéanamh don chomhshaol trí éascaíocht a dhéanamh ar acmhainní giniúna in-athnuaite agus eangaí cliste, agus trí thacú le leictriú córas iompair agus téimh.

Tar éis uasghrádú do mhéadair, beidh tú in ann leas a bhaint as táirgí agus seirbhísí cliste nua a bheidh á gcur ar fáil ag na comhlachtaí soláthair leictreachais. Faoi do lánrogha féin, cuirfidh siad sin ar do chumas cuid de d'ídiú leictreachais a aistriú chuig na hamanna den lá a mbíonn an leictreachas níos saoire.

Tabharfaidh an méadar cliste eolas níos cruinne duit maidir leis an bhfuinneamh a úsáideann tú, rud a chuirfidh ar do chumas d'ídiú fuinnimh a bhainistiú ar bhealach níos fearr.

Ina theannta sin, laghdóidh sé go suntasach an gá le léamha méadair de láimh agus billí measta.

Cuirfidh na méadair chliste ar chumas ESB Networks fabhtanna a aimsiú níos tapa agus bainistiú níos éifeachtaí a dhéanamh ar an líonra leictreachais.

Cén áit a bhfeistear mo mhéadar cliste nua?

Beidh an méadar cliste nua san áit chéanna le do mhéadar reatha.

An gcearrfar táille orm as feistiú an mhéadair chliste?

Ní gcearrfar aon táille bhreise ort as uasghrádú do mhéadair. Amhail cláir eile uasghrádaithe méadar, tá an costas san áireamh sna táillí a íocann tú cheana féin as an líonra leictreachais a úsáid.

Táim le comhlacht eile soláthair leictreachais. An ndéanfaidh sé sin aon difríocht?

Ní dhéanfaidh, beidh ESB Networks ag suiteáil méadar nua do gach custaiméir, is cuma cén soláthraí leictreachais atá aige nó aici.

Cé a bheidh ag feistiú mo mhéadair nua?

Teicneoir líonra de chuid ESB Networks nó conraitheoir leictreachais ag obair thar ár gceann a dhéanfaidh an obair.

Cén cineál cruthúnais aitheantais ba cheart dom a lorg?

Bíonn cárta aitheantais fhótagrafaigh ar iompar ag teicneoirí de chuid ESB Networks agus ag na conraitheoirí atá ag obair thar ár gceann. Ar an gcárta aitheantais feicfidh tú grianghraf den duine agus lógó na cuideachta, agus luafar air go soiléir go bhfuil an té ag obair do ESB Networks nó thar a cheann. Má bhíonn aon imní ort, ná bíodh aon drogall ort glao a chur ar ESB Network ar 1800 928 123 nó 01 698 5005.

Céard a tharlóidh más rud é go bhfuil mise nó duine eile i mo theach spleách ar leictreachas ar chúiseanna leighis?

Déanfaidh ESB Networks teagmháil leis na custaiméirí go léir is eol a bhfuil cúnamh speisialta ag teastáil uathu le coinne a dhéanamh leo leis an méadar nua a fheistiú.



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Sonraí teagmhála ESB Networks

Líne Theileafóin maidir leis an Méadar Cliste
1800 928 123 / 01 698 5005

R-phost: esbnetworks@esb.ie

Gréasán: esbnetworks.ie/smartmeter