MEET YOUR NEW SMART METER
METER BY METER
WE’RE GETTING YOUR AREA READY FOR A LOW CARBON FUTURE.

We would like to thank you for your co-operation and patience while we replaced your meter with a new smart meter.

Your new meter is now working and is recording your electricity usage. No further action is required on your part.

What is a smart meter?

Smart meters are the next generation of electricity meters. They use digital technology and will connect over the 2G mobile phone network to give you access to accurate information on your energy usage.

Why was my meter replaced?

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.

What next?

For now, your meter will continue to be read manually by ESB Networks. The final reading on your old meter and the start (first) reading on your new meter were both recorded by the installer and will be sent to your supplier.

From 2021, your smart meter will be read automatically, significantly reducing the need for estimated bills.

How do I read my meter?

The digital display screen on your new smart meter shows your current meter reading in Kilowatt hours (kWh). To read the new meter, note the figures on the screen before “kWh” from left to right and include all digits.
Frequently asked questions

What are the benefits of smart meters?
In time, smart meters will provide you with better information on your energy usage, enabling you to reduce your carbon footprint. They will also significantly reduce the need for estimated bills.

Smart meters will also support the move to a low-carbon electricity network, the development of smart grids, the electrification of heat and transport, plus local renewable generation and microgeneration.

From 2021, electricity supply companies will begin to offer new smart products and services which will enable you to move some of your consumption to times of the day when electricity is cheaper.

Do I have to pay for my new meter?
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.

Where can I get more information?
If you would like to find out more on smart meters, visit our website esbnetworks.ie/smartmeter
ESB Networks contact details

Smart Meter Telephone Line
1800 928 123 / 01 698 5005

ESB Networks 24-hour Emergency:
1850 372 999

Email: esbnetworks@esb.ie
Web: esbnetworks.ie/smartmeter