

Timeframes for Installing New Meters

Meter replaced or upgraded as part of new connection

We will arrange for alteration/upgrade by a date agreed with you. If no specific date is agreed upon, then we will ensure the meter is installed no later than 6 business days after being informed that the connection service is complete.

The above time frame won't apply if:

- You have not entered into an agreement with HighFlow Energy for the meter upgrade/alteration.
- There is a site access issue, the site is unsafe or is not ready for the upgrade/alteration.
- The meter upgrade/alteration may require interruption to another property's supply.
- You have not met the required conditions of the upgrade/alteration set by the Distributor.
- Additional work is required on the electricity network before the upgrade/alteration can be completed.
- You have life support and require an appointment or special provision to manage the planned interruption.

If the meter upgrade/alteration requires interruption to another property's supply:

- We will arrange for alteration/upgrade by a date agreed with you
- If no date is agreed upon, HighFlow Energy will install the meter within 30 business days of discovering that installing the meter requires interruption to another property's supply.

Where a connection service is not required

We will arrange for a meter to be installed by a date agreed with you. If no specific date is agreed upon, then we will ensure the meter is installed no later than 15 business days of receiving your request to install meter.

The above time frame won't apply if:

- You have not entered into an agreement with HighFlow Energy for the meter upgrade/alteration.
- There is a site access issue, the site is unsafe or is not ready for the upgrade/alteration.
- The meter upgrade/alteration may require interruption to another property's supply.

- You have not met the required conditions of the upgrade/alteration set by the Distributor.
- Additional work is required on the electricity network before the upgrade/alteration can be completed.

If the meter installation requires interruption to another property's supply:

- We will arrange for installation by a date agreed with you
- If no date is agreed upon, HighFlow Energy will install the meter within 30 business days of discovering that installing the meter requires interruption to another property's supply.

This rule do not apply if HighFlow Energy has initiated installation of a meter, including for a new meter deployment or for a new connection

Where a connection alteration is required

We will arrange for a meter to be installed by a date agreed with you. If no specific date is agreed upon, then we will ensure the meter is installed no later than 15 business days of receiving your request to install meter.

The above time frame won't apply if:

- You have not entered into an agreement with HighFlow Energy for the meter upgrade/alteration.
- There is a site access issue, the site is unsafe or is not ready for the upgrade/alteration.
- The meter upgrade/alteration may require interruption to another property's supply.
- You have not met the required conditions of the upgrade/alteration set by the Distributor.
- Additional work is required on the electricity network before the upgrade/alteration can be completed.
- You have life support and require an appointment or special provision to manage the planned interruption.

If the meter installation requires interruption to another property's supply:

- We will arrange for installation by a date agreed with you
- If no date is agreed upon, HighFlow Energy will install the meter within 30 business days of discovering that installing the meter requires interruption to another property's supply.