

# Safe access to your meter

In a recent survey, it was found that nearly 1,500 meter installations were unsafe to access. Due to a legal obligation to comply with legislation and our commitment to safety, the accessibility to these meters needs to be improved.

It is true that a number of these installations have existed for many years. In the past, Aurora still managed to secure readings, however, there have been major changes in duties of care in all industries. Employers and property owners now have a responsibility to ensure their workplaces and their properties do not present a safety risk.

## Obstructions and unsafe access examples

- meters are blocked by vegetation, equipment or rubbish
- meter box doors fall off when opened
- a new deck has been built over a meter box
- a new fence has been built making it difficult to get to a meter box
- gates—and sometimes meter boxes—are locked
- meters are in a flood-prone area
- the approach road or track is dangerous
- meters are in a pumphouse behind a pile of old equipment
- meters are behind an operating pump with no covers over the moving parts
- there is an unrestrained dog near the box!

## More good reasons to make your meter accessible

### Your safety

While it is important for our meter readers to be able to access the meters safely to read them each quarter, it is equally important for you to be able to access the meters safely in the event of an emergency.

### Emergency services

In the event of an emergency when Tasmania Police, Tasmania Fire Service or an ambulance service needs to



Examples of unsafe access.



Unsafe access.

shut off power, it is very important that the meter can be accessed safely and quickly.

### Cost and convenience

When the meter reader cannot access your meter, your account is based on estimated usage rather than an actual reading. We will only do this for three consecutive bills. After that, we must take an actual reading. The costs of any follow-up visits required to obtain an actual reading may be charged to your account.

### Quick fixes

The answers to most meter access problems are very easy and will only cost you either a minimal amount of time or money. Here are a few suggestions:

#### Debris, vegetation or rubbish

Clean up around meter box area.

#### Unrestrained dog or other animal

Contain the dog or other animal in an area away from the meter.

# Safe access to your meter (cont.)

## Fences

Construct a simple stile, or even "steps", using tree rings, or posts. Alternatively, you could build a small gate. See the photograph below.



A great example of a simple but sturdy stile.

## Locked gates or meter box

Change your lock to suit Aurora's master key. Locks can be purchased from any of these locksmiths:

### Access Hardware

21 Brisbane St Hobart – phone (03) 6211 3177  
ah-hbt@bigpond.net.au  
42 Invermay Rd Launceston – phone (03) 6323 5611

### CM Mobile Locksmiths

PO Box 760 Rosny Park – phone 0409 120 342  
cmlocks@bigpond.com.au

### Direct Locksmiths

Shop 2/23 Alexandra Rd Ulverstone – phone (03) 6425 6667  
directls@bigpond.net.au

### Executive Mobile Locksmiths

622b Nelson Road Mount Nelson –  
phone (03) 6223 1666/0417 090 717

### Jackson Lock Shops

123 Murray St Hobart – phone (03) 6234 2555  
lockshbt@jacksonssecurity.com.au  
231 Wellington St Launceston – phone (03) 6331 7644  
49 Wilmot St Burnie – phone (03) 6431 6022

### Lockworx TAS

55 Oldaker St Devonport –  
phone (03) 6423 3229/0407 278 863

### LocTec Tasmania

52 Main Rd Moonah – phone (03) 6278 2805

### North East Glass & Locksmiths

Cnr George & Cameron St Scottsdale –  
phone (03) 63523177  
negl@bigpond.net.au

### Premier Locksmiths

288 Hobart Rd Kings Meadows –  
phone (03) 6344 4496/1800 620 965  
premierlock@aapt.net.au

### Pritchard's Key Co.

Northgate Shopping Centre Glenorchy –  
phone (03) 6273 1484  
pritchardskeyco@bigpond.com

### Richardson's Locksmiths

116–118 Tarleton St East Devonport –  
phone (03) 6427 8444  
loksmf@bigpond.com

### Smithlocks

149 Main Rd Moonah – phone (03) 6228 6300  
www.thesmith.com.au

### Sorell Locksmiths

Shop 1–5 Fitzroy St Sorell – phone (03) 6265 1883

### Tasman Key Service

240 Murray St Hobart – phone (03) 6234 8150  
tasmanrod.nudge@yahoo.com.au

### Tasmanian Locksmiths

115 Harrington St Hobart – phone (03) 6234 3727  
taslock@bigpond.net.au

## Lock styles

- Small padlocks
- T-handle locks
- Larger restrictive locks
- Barrel replacement

If the above suggestions are not appropriate to your circumstances, then you may need to consider relocating your meters to the outside of your property. You will need to contact a qualified electrical contractor for advice.

## Further information

If you need help in finding a solution to your meter access problem, please ring Aurora on

**1300 13 2003**  
or visit [www.auroraenergy.com.au](http://www.auroraenergy.com.au)