

Frequently asked questions: your solar PV and electronic meter



positive energy

Is my new Solar PV meter a smart meter?

No. The meter we install in your switchboard as part of your solar PV installation is an electronic meter, which separately records the amount of electricity used in your home (imported electricity) and the excess electricity generated by your system and not used in your home (exported electricity). A smart meter includes many other functions such as remote disconnection and integrated radio communications. Our meters do not have this functionality.

My solar PV main switch is off. Now that my meter is changed, can I turn it on?

We ask installers to leave the solar PV main switch off after the installation is complete. This is because some older meters do not register exported electricity correctly, and could result in a false reading and therefore an incorrect bill.

If the Solar PV main switch is off when we arrive to change the meter, then we will leave it switched off. The electrical contractor that completed the electrical work for your solar PV installation can advise if you can turn the system on.

How does the meter record the electricity I export to the network?

Almost all solar PV installations are set up as a **net metered** configuration. This means the electricity produced by your solar PV system will first be used to supply the electricity requirements in your premises and any excess will be exported to the network. The flow of excess electricity will be recorded on the Energex meter as an accumulated figure. The exported electricity recorded on the Energex meter is read quarterly at the same time as we read the meter for your electricity usage and the information is provided to your retailer who prepares your electricity bill.

See over the page for how to read your meter.

Why is my inverter on but my new solar PV meter is reading zero?

If you have a net metered configuration, you may find that you are using solar PV electricity in your premises and therefore the meter will only display a figure when your premises stops using electricity and you start to export the solar PV electricity to the Energex network.

Why is the generated electricity reading on my inverter different to the value shown on my meter?

The generation figure on your inverter is the total amount of electricity produced by your solar PV system. This electricity first supplies the appliances in your home, and only the excess electricity is recorded on the Energex meter as exported electricity. The difference between the two readings is the solar PV system electricity that has been consumed in your home, and is the reduction in electricity supplied by the network.

Do the appliances connected to an economy tariff meter, such as my pool pump or hot water system, use the solar PV electricity?

No, the economy tariff meter (Tariff 31 or 33) is a separately metered circuit connected directly to the network. The appliances connected to the economy tariff will not use any of the electricity produced by the solar PV system and does not impact the excess electricity exported to the network.

What do I do if I wish to increase the capacity of my PV system?

Please ask the installer completing the upgrade to contact Energex for re-approval of the higher capacity before work is started. In some cases, our network may not be able to safely accept a higher level of generation.



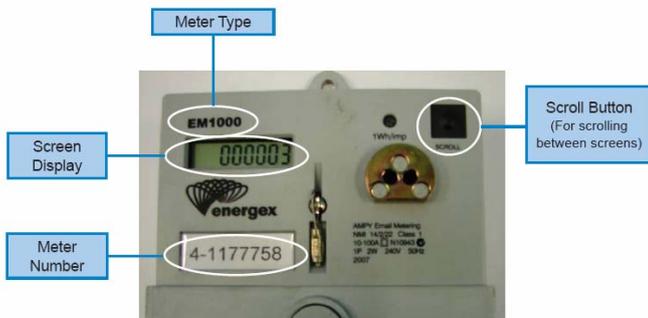
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How do I read my meter?

The following metering diagrams will assist you with reading the Energex meter. Depending on your installation, we use one of three types of meters to measure solar PV exported electricity. All measure both the import and the export of electricity and have a "scroll" button to move to the next display. The display also will automatically scroll through the various readings approximately every five seconds.

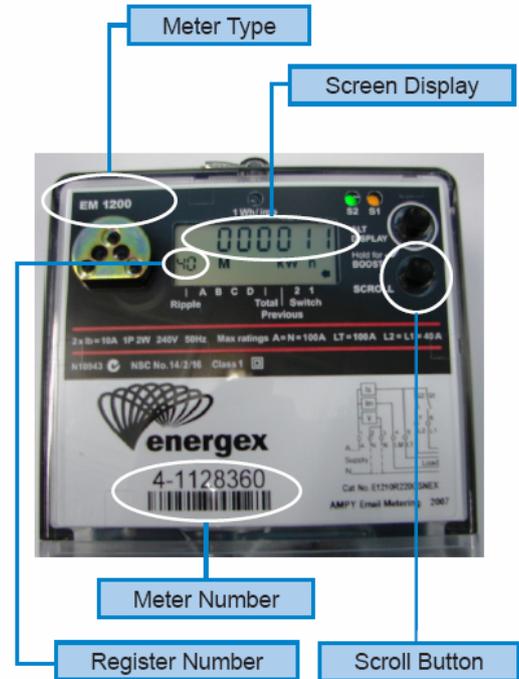
EM1000

This meter is a single phase import/export meter, and is used in domestic situations. This meter does not have economy tariff capability in conjunction with general imported electricity use, however, it can be used separately to measure economy tariffs.



EM1200

This meter is a single phase import/export meter which has the capability of recording economy tariffs in addition to general use and exported electricity.



Screen display and registers

	Positive display shows accumulated imported electricity to your premises from the network.
	Negative display shows accumulated exported electricity from the Solar PV system to the network.

Also, if you have a domestic time-of-use tariff, there will be three additional screen displays represented by:

- A (peak), B (shoulder) and C (off peak).

The positive screen display is a total of A, B and C.

The red LED indicator flashes when electricity is being used. As electricity flows to the premises, the meter outputs a pulse equal to one Watt hour of usage. The LED will flash faster as the rate of electricity used increases. Every 1000 pulses the meter will increment one kilowatt hour.

The LED does not indicate when excess electricity is being exported back to the network.

Screen display and registers

	01 display shows accumulated imported electricity to your premises from the network.
	30 display shows accumulated imported controlled electricity to your premises from the network.
	40 display shows accumulated exported electricity from the solar PV system to the network.

Also, if you have a domestic time of use tariff, there will be three additional screen displays represented by:

- 05 (peak); 10 (shoulder) and 20 (off peak).

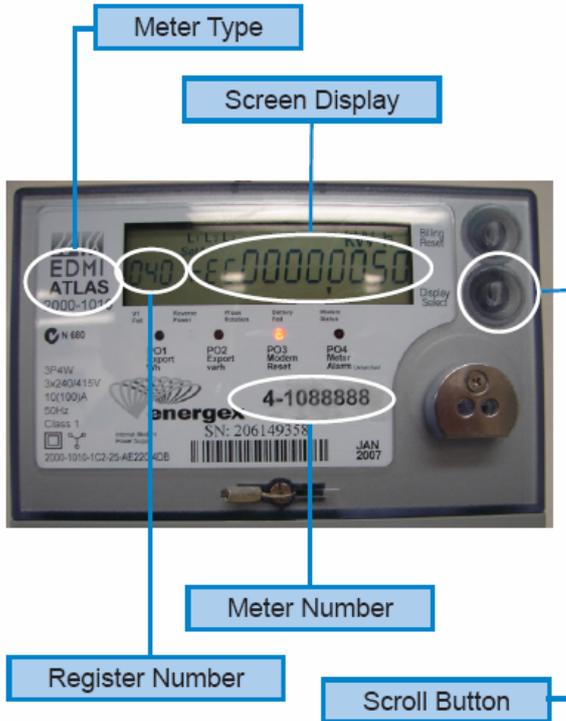
The 01 screen display is the total of 05, 10 and 20.

The red LED indicator flashes when electricity is being used for general use and economy tariff electricity. At times the red LED may flash whilst you are exporting solar PV electricity to the network if you are using electricity on the economy tariff. As electricity flows to the premises, the meter outputs a pulse equal to one Watt hour of electricity used. The LED will flash faster as the rate of energy used increases. Every 1,000 pulses the meter will increment one kilowatt hour.

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EDMI ATLAS 2000-1010

This meter is a polyphase import/export meter, used for premises with three-phase supply. This meter does not include economy tariffs.



What do I do if I think my meter is reading incorrectly?

Energex meters are passed through strict quality control procedures before installation. There are many reasons why the meter readings do not line up with the expectations of a solar PV system.

Seasonal variations and changes in sun angle can result in the Solar PV generator output of up to 20 per cent. Also, household electricity use can vary significantly for many reasons, affecting the amount of excess solar PV electricity exported to the network.

Therefore, it is useful to speak to your solar PV system installer in the first instance.

If you do have a concern about your meter, please contact your electricity retailer initially for advice.

Additional information

For additional information about reading your meter, you can download a copy of 'You and Energex's electricity meter at your premises' at energex.com.au or contact 13 12 53 to request a copy.

Screen display and registers

	001 display shows accumulated imported electricity supplied to your premises from the network.
	40 display shows accumulated exported electricity from the solar PV system to the network.

Also, if you have a domestic time of use tariff, there will be three additional displays represented by:

- 05 (peak); 10 (shoulder) and 20 (off peak).

The 01 screen display is the total of 05, 10 and 20.

This meter has additional screen displays as follows:

- 02 Time, 04 Date, 60 Program ID and 88 Test screen.

The light **below** the battery fail label is associated with the normal operation of the meter and may flash from time to time. This is not a fault but correct operation.

Contact Energex

To report loss of supply:

- 13 62 62

For electricity emergencies:

- 13 19 62

For general enquiries:

- energex.com.au
- custserve@energex.com.au
- 13 12 53 (8am to 5:30pm, Monday to Friday)
- Telephone interpreter service 13 14 50



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