



MEDIA RELEASE

Programming issue with solar meters

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Following a customer query, TasNetworks has identified a programming issue in how a specific type of solar meter is recording the electricity generated by solar panels. This has resulted in up to 10,000 of the 22,500 connected solar customers being under credited for their surplus generation put back into TasNetworks' grid.

TasNetworks General Manager Customer Engagement and Network Operations Mike Paine said the issue does not affect all solar customers. Impacts are limited to a number of customers who have had two-element meters, with a specific meter program, installed since 30 March 2011.

Two-element meters installed prior to 30 March 2011 and all one-elements meters are correctly recording the electricity generated by the solar panels and are therefore providing accurate payment for excess generation to customers.

"Once identified, TasNetworks has acted quickly to develop a plan to fix the meter programming issue. Our plans include working as quickly as possible to remove and replace all affected meters, however this process will take some time to complete," Mr Paine said.

"For the households that are affected, all of the required data to accurately credit customers will be retrieved by TasNetworks when their meter is replaced.

"Customers can be assured that their current meter is still collecting all the required data which will ensure they are reimbursed the correct amount.

"Reimbursement amounts will be calculated individually and are dependent on a range of factors, such as the date meters were connected, power usage and the size of embedded generation systems. Our analysis from a small sample of meters indicates that customers may be due anything from a few dollars up to \$400. All reimbursements will be paid by TasNetworks, not by the customer's retailer.

"Exchanging a meter will take approximately one hour and customers will be given advanced notice about when their meter exchange will happen.

"TasNetworks sincerely apologises to all affected customers and stakeholders for the inconvenience and will be communicating directly with our solar customers over the coming days."

Affected customers will receive a letter outlining the issue and remediation process. Any customers who have further questions can call TasNetworks on 1300 361 811.