

# Smart Metering Services Pty Ltd

## Electrical and metering supply and services | Smart Metering Services

### Leaders of Electrical and Metering Services across the National Electricity Market (NEM)

Smart Metering Services is an Australian owned company providing electrical and metering services for energy utility and government clients. As a leading provider, our dedicated field services teams supply, install, maintain and test smart meters across the Australian National Electrical Market, including in remote areas. Our reputation, service and quality are unsurpassed.

### Australian owned, industry leaders

Smart Metering Services is proud to be Australia's largest specialised metering services provider with a dedicated, Full Time Equivalent (FTE), workforce. Smart meter installation and maintenance is our core business. We have diversified our services to also provide utilities with a complete range of network customer services.

### Electrical and Metering Services leaders

Smart Metering Services dedicated, and skilled workforce underpin our ability to provide consistent and reliable service to our clients.

Smart Metering Services: Provision of network services and maintenance, including response and rectification of faults, emergency response, service connection and disconnection.

## About

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### Company overview

Smart Metering Services provides customer and metering services to network service providers and is proud to be Australia's largest specialised metering services provider with a dedicated, Full Time Equivalent (FTE), workforce.

With a presence across the NEM (NSW, QLD (North, South and South East), SA, VIC, including in remote areas, Smart Metering Services supply and install meter services for both C&I and Power of Choice (PoC). Smart Metering Services has extensive experience in project management of complex installation and maintenance work.

Our services, skills, experience and delivery are of the highest quality, having attained more than a proud 30 years of experience in metering. When engaging with Smart Metering Services, clients receive professional, reliable service with work completed within agreed timeframes. Devising commercially viable tailored solutions for clients provides security and confidence.

Smart Metering Services have managed and executed many major complex projects across Australia.

Our dedicated and skilled workforce underpin our ability to provide consistent and reliable service to clients. Our staff enjoy a workplace where safety is never compromised, and everyone is empowered to stop work.

Smart Metering Services holds ISO accreditations, and is a licensed electrical contractor in four Australian states. Trusted by leading electrical partners Clean Energy Council.

# Services

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## High standards in all we do

Smart Metering Services provides customer and metering services to network service providers and is proud to be Australia's largest specialised metering services provider with a dedicated, Full Time Equivalent (FTE), workforce.

Our presence across the NEM (NSW, QLD (North, South and South East), SA, VIC, including remote areas, we supply and install meter services for both C&I and PoC. Smart Metering Services has extensive experience in project management of complex installation and maintenance work.

We also provide utilities with a full range of network customer services and conducts meter testing and verification.

Metering installation include: PoC and C&I

- Mass Meter rollouts
- Embedded Network installations
- End of Life metering exchange programs
- Meter compliance testing
- Meter accuracy testing
- CnI installations and audits
- Power of Choice (PoC) single phase and multi-phase
- Power of Choice (PoC) Contestable Metering (LV CT, HV)
- Communications & Meter faults

Network services include:

- Utility meter asset replacements
- Utility meter asset maintenance
- Reconnections
- Disconnections
- Tariff changes
- Emergency works

Smart Metering Solutions provides clients with tailored solutions, giving clients security and confidence. With our extensive experience in metering, our services, skills, and delivery are of the highest quality. When engaging with Smart Metering Services, clients receive professional, reliable service with work completed within agreed timeframes.

Our technically proficient and dedicated workforce delivers safe, quality work.

## Health and safety

Smart Metering Services are resolute in our commitment to the safety and wellbeing of our entire workforce, on and off the job. Safety will always come first.

The nature of the work we undertake exposes our workforce to risk. We are dedicated to identifying risks and implementing controls to mitigate risk. Continual improvement and effective management of risk is embedded throughout the business.

Smart Metering Services safety commitment is communicated to all staff from the moment they join the company. A comprehensive Work Health Safety (WHS) policy, regular WHS meetings, formal WHS training combined with management leadership strengthen Formway's stance on safety.

Everyone is responsible and authorised to stop work which is deemed unsafe.

Achieving the best outcomes for clients is only possible when safety of our staff is the first priority.

## How we do business

Smart Metering Services has a dedicated workforce of close to 300 staff, comprising skilled and competent supervisors, field coordinators and administrative support staff. It is the foundation of a dedicated workforce which underpins our ability to provide a consistent and reliable service to all clients.

Our experienced team receive extensive training, including on the job. Field staff undertake a comprehensive mentorship programme, ensuring they are skilled to complete the work. Refresher training is completed by all staff annually.

Through our unwavering focus on staff training, our clients receive consistent, exceptional quality of work.

*We are true to ourselves and commit to always perform at our best.*

Our staff enjoy a workplace where safety is never compromised, and everyone is empowered to stop work. We are committed the safe arrival home of all staff.

Smart Metering Services supports a diverse and inclusive culture, with a focus on breaking down traditional gender barriers within the industry.