

A message to our customers – smart meter safety



7 November 2011

Following recent media coverage about concerns of smart meters causing fires, the following is an update for UE customers:

- The Metropolitan Fire Brigade (MFB) issued a press release today about an investigation they are undertaking into switchboard fires (to view their release, [click here](#))
- The MFB's Chief Fire Officer, Shane Wright, said in the release that the MFB responded to about 26 fires in switchboards each year. He said the investigation into all recent fires would include the three fires started in switchboards where smart meters had been installed, and added that there is no evidence at this stage smart meters were responsible for these fires.
- United Energy has now rolled out some 180,000 smart meters across its network – which covers Melbourne's south-eastern suburbs and the Mornington Peninsula – and remains confident the meters are safe.
- In April this year, Energy Safe Victoria (ESV) completed a comprehensive investigation into smart meters and their installation, and found that "smart meters are safe". [Click here](#) to read more about the ESV's review and findings.
- All AMI installers are fully qualified tradesman – licensed electrical contractors, registered line workers, or certified meter technicians. These tradesmen undertake additional Victorian Government-accredited training before going into the field to install smart meters.
- The installation of smart meters across Victoria has uncovered an estimated 6,500 faults in customer electrical installations that have been fixed as a result of the smart meter installation process. Every one of these is a potential safety issue averted.
- Electrical safety is a matter of utmost importance to the industry and to the community. We always cooperate with the appropriate safety authorities, and will continue to do so.