

PeakSmart signal receiver factsheet



About the signal receiver

Different PeakSmart signal receivers are used across our network. So installers need to make sure they fit the correct signal receiver for their customers location. If the wrong signal receiver is installed we won't be able to control the air conditioner during a PeakSmart event and the customers cashback application may be rejected.

Six different signal receivers

There are six different signal receivers used for six different regions across our network. The table below shows the main towns and cities within each of these regions and the serial number prefix that will be on the signal receivers and the packaging for each region. You must order the right signal receiver for where your customers are located and check the serial number on the signal receiver and the packaging when it arrives.

Region	Main towns and cities in regions*	Serial number prefix
Far North	Wider Cairns area as far north as Ellis Beach; west to Kuranda, Atherton and Mareeba; south including Babinda, Tully, Innisfail and southern boundary of Cardwell	FN
North Queensland	Ingham, Mt Isa, Townsville, Ayr, Home Hill, Hughenden, Winton,	NQ
Mackay	Bowen, Cannonvale, Proserpine, Airlie Beach, Mackay, Sarina and south to Clairview.	MK
Central	Wider Rockhampton region, Gladstone, Emerald, Biloela.	CA
Wide Bay	Bundaberg, Hervey Bay, Maryborough, Eidsvold, Kingaroy, Nanango	WB
South West / Toowoomba	Toowoomba, Dalby, Warwick, Stanthorpe	SWT

*Please note, only the main towns and cities are listed above and this is not a definitive list of all towns and cities in each region.

Serial numbers

Serial numbers are located on the signal receiver and the packaging. The serial number prefix is the letters at the beginning of the serial number as per the example below.



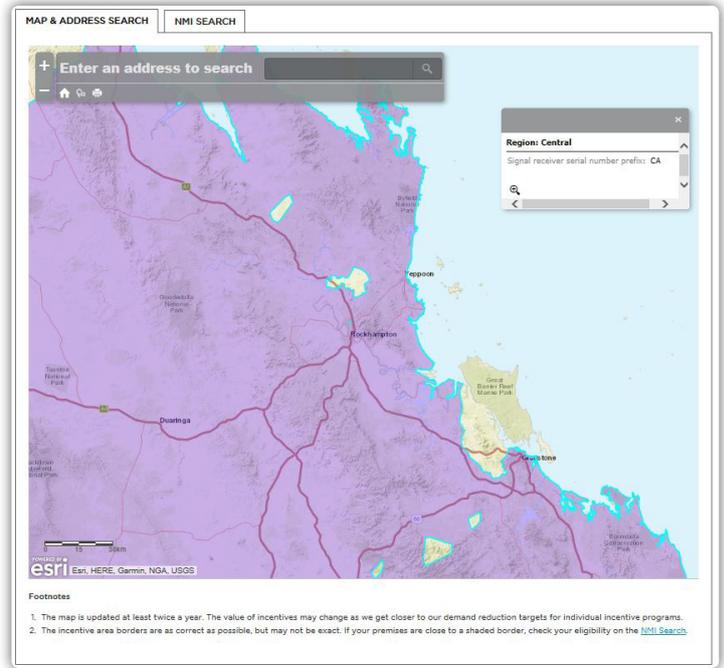
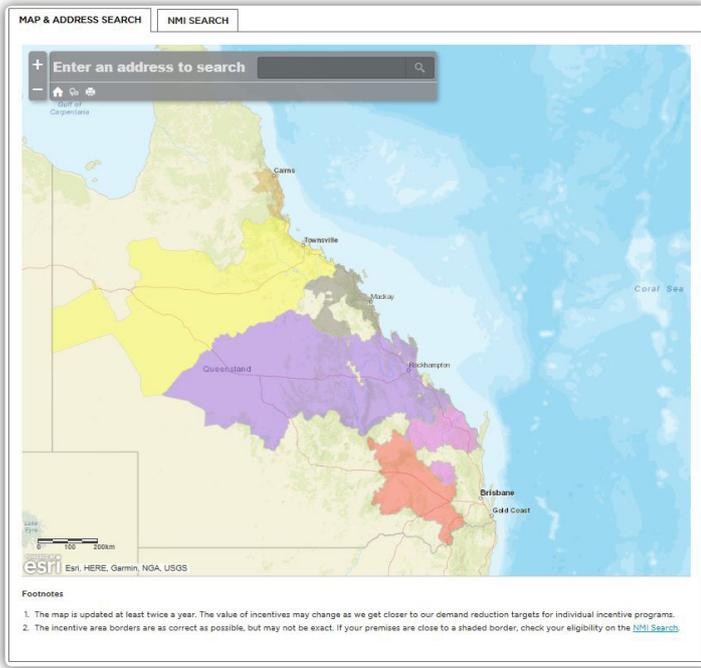
Label on box of 10 signal receivers



Label on individual signal receiver packaging

Interactive map search

You can also find out which signal receiver to use for your customers by using the Eligible PeakSmart areas map. You can access the map at ergon.com.au/peaksmart. The different coloured shaded areas on the map represent different PeakSmart signal receivers used across our network. To find out which signal receiver to use for your customers zoom in to see which region a town or city is located in or search by National Metering Identifier NMI (found on your customers electricity bill). Click on the town or city and a pop-up box will appear to show which signal receiver you need to order.



National Metering Identifier (NMI) search

You can also determine which signal receiver to use by searching for the customers National Metering Identifier (NMI). Every customer has a NMI which is located on their electricity bill. To search by NMI click on NMI SEARCH and enter the NMI and the signal receiver you need to order will be displayed.

Cashback Incentive Search

Please enter your National Metering Identifier (NMI) and press the 'Search' button to find eligible incentives in your area. Your NMI is found on your electricity bill. If you have difficulty completing a Cashback Incentive Search or Cashback Incentive Application, please phone 1300 977 421 (between 9am and 4:30pm, Monday to Friday).

NMI

Select Cashback Incentives you would like to apply for

A search based on the NMI you have entered has returned the following result. Where an Incentive Program name is shown, select the relevant link if you wish to begin your Cashback Incentive Application, or go to www.ergon.com.au/incentives to find out more about the available incentive programs.

PeakSmart aircon use only. Signal receiver Mackay MK

Further information

For further assistance regarding the use of signal receivers, please call us on 1300 550 766, between 8am and 5pm, Monday to Friday, or email peaksmart@ergon.com.au.



NETWORK