

# Frequently Asked Questions

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## What are the steps to register and participate in the project?

1. Complete the [Consent Form](#). This will only take 5 minutes to provide your contact details and confirm you understand and accept the requirements of the project.
2. Complete the [Ecologic energy questionnaire](#). The link to this will be provided to you immediately after you complete the Consent Form. This will take around 15-20 minutes and you will need a copy of a recent electricity bill to help complete this step.
3. You will be contacted by our installer within 2 weeks to schedule the installation once you have completed steps 1 and 2.

## Who can participate in the project?

We are seeking residential and business participants from Heyfield and the immediately surrounding areas.

## Can I participate if I live outside of Heyfield?

Yes. Initial priority will be given to participants within the Heyfield town, but we will expand to the immediate surrounding areas as we seek to research where the boundaries of the Microgrid may be defined.

The areas currently included are Heyfield, Coongulla, Cowwarr, Denison, Glenmaggie, Seaton, Tinamba West and Winnindoo. Other areas may be added at a later stage of the project.

## What do I get if I participate in the project?

Supply and installation of a [Wattwatchers Auditor 6M](#) energy monitoring device to monitor up to 6 of the major circuits (such as solar, hot water, air conditioner etc.) in your home or business. Access to your real-time energy data through the Wattwatchers [mydata.energy](#) mobile application and web dashboard for 3 years.

**Do I need to have a solar or battery system installed to participate?**

No. We will be installing devices on a number of different types of properties with solar or battery systems and those without any such systems in order to capture a variety of customers and consumption profile types.

**Do I need a Wattwatchers device installed if I already have a smart meter installed?**

Yes. The Wattwatchers Auditor device monitors the main connection to the grid as well as additional circuits in your home (such as solar, hot water, air conditioner etc.) to provide much more detailed data than is available from your existing smart meter.

**How much does it cost to participate?**

A standard installation is free of charge, if the device can be easily installed into your existing electrical switchboard and there are no significant complications. There may be additional costs if modifications or upgrades are required to install your device.

**How much might the additional installation costs be?**

The additional charges may be from \$250 for minor changes to make room for the Wattwatchers Auditor device to around \$1,500 for a major switchboard upgrade (which has additional safety and other benefits beyond installation of the monitoring device). These are entirely optional and will be discussed with you by the electrician during the installation visit. If you do not wish to proceed with the additional costs, then you can opt out of the program.

**Can I have more than one device?**

Yes. Most participants will only require one device, but in some situations we may need to install additional devices if there is a solar or battery system installed on a separate building or electrical sub-board.

If you have special requirements and would like more monitoring devices installed for other purposes then additional charges may apply.

**Can I participate if I rent my property?**

Yes. We recommend you seek permission from the owner of the property prior to registering as this project involves work on the electrical switchboard at the property. If any additional charges apply you may also need to discuss these with the owner of the property.

**What happens if I move home?**

It is recommended that the device will remain in the property where it was originally installed and the new occupants will be offered to sign up for the project. It is possible to move a device between properties, but this will incur fees payable by the participant to remove and re-install the device at the new property under our standard terms and conditions.

**Can I participate if I have more than one property or connection to the grid?**

Yes. We may accept participants for installation at more than one property, but initial priority will be given to occupied properties and individual participants.

**Does it matter which energy company I am with?**

No, choosing the energy company or companies you buy your electricity from is completely up to you. But with more data, you'll be in a stronger position to manage your energy, and you'll be better informed to choose the best energy supplier and tariff plan to match your needs.

**What data will be collected?**

The Wattwatchers Auditor devices collect energy measurements of power (kW), energy (kWh), voltage (V), current (A), frequency (Hz) and Power Factor every 30 seconds. Other data such as participant address and contact information will also be collected as part of the project and information on how this data will be collected and handled will be provided in the Research Ethics information and consent form process.

**How does the data get sent to Wattwatchers?**

The Wattwatchers Auditor 6M device uses the mobile phone network to securely send the data over the internet to the Wattwatchers Mercury platform. No connection to your home internet or WiFi network is required.

**How do I access my data?**

You can access your data through the mobile application available at <https://mydata.energy/> or a web dashboard application using a desktop or laptop computer.

You can download the mobile application before your installation and complete the app registration process inside the app on the day of your installation.

You can also see the detailed [application user guide](#) to understand how to use all of the features in the application.

**How much is the Wattwatchers service at the end of the project?**

The current subscription price is \$60 per device per year, but this will be reviewed to make the best possible offer at the end of the project.

**How long will you keep the data?**

The data will be used by the research teams throughout the 3 year project and will be available to participants for the life of the product.

**Can I opt out of the project?**

Yes, though because of the cost of installation we hope to keep this to a minimum. We encourage you to review the terms and conditions before engaging to be sure you're happy with them, and to not participate if you are expecting to move house or opt-out of the project within the next 12 months.

**Can I see the terms and conditions?**

The Wattwatchers Terms and Conditions are available at <https://mydata.energy/terms>

The project-specific research ethics consent form will be provided to participants prior to installations commencing and is available at <https://forms.gle/DwDMTvrga2CY8Gax5>.

**What if I already have a device installed, will this be included in the project?**

Yes. Any devices already installed under the Wattwatchers My Energy Marketplace project have provided consent to share anonymous data, which includes the Heyfield MyTown Microgrid project.

We will contact these customers to re-confirm their acceptance through the new Heyfield MyTown Microgrid project consent form to share more detailed data with the project, and to be included in the customer questionnaire process.

**Who can I contact if I have any questions?**

Please contact the Heyfield MyTown Microgrid team at the Heyfield Community Resource Centre by sending an email to [info@mytownmicrogrid.com.au](mailto:info@mytownmicrogrid.com.au) or call 03 5148 2100.