

AUSTRALIAN ENERGY MARKET COMMISSION MAKING RETAILERS MEET NEW DEADLINES FOR INSTALLING ELECTRICITY METERS

Final determination 6 December 2018

The AEMC has made a rule to make retailers install meters by a date agreed with customers. If no date is agreed, retailers and networks must meet new deadlines or face penalties.

NEW TIMEFRAMES

Retailers must inform customers of these timeframes.

New connections

Example: customer needs a meter for their brand new house

Meter must be installed within six business days, once the new property is connected to the grid.

Upgrading to a smart meter

Example: customer installs solar panels

Meter must be installed within 15 business days of the customer's request to their retailer. Includes giving customers advance notice of the power supply interruption for the meter to be changed.

Upgrading to a smart meter which needs connection work

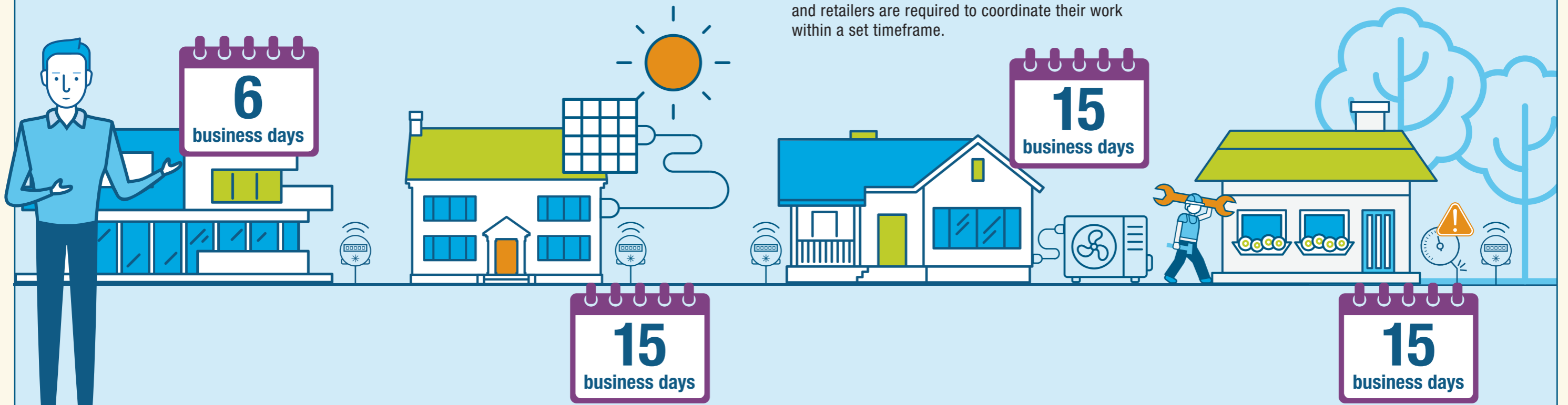
Example: customer installs a large air conditioner

Meter must be installed within 15 business days of the customer's request to their retailer. Networks and retailers are required to coordinate their work within a set timeframe.

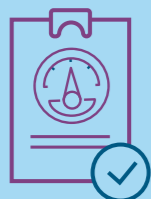
Replacing faulty meters

Example: old meter stops working

Meter must be replaced within 15 business days once the retailer appoints a metering coordinator to do the work.



METERS ARE NOW A RETAILER RESPONSIBILITY



Under the AEMC's Competition in metering rules which started in December 2017 all new meters must be advanced or 'smart'.

Also, retailers - not distribution network businesses - now have overall responsibility for metering services and are the single point of contact for customers.

Introducing competition in providing smart meters helps put downward pressure on the cost of these services.

BENEFITS OF SMART METERS



Smart meters help get the most out of new technologies like rooftop solar, storage and energy efficient appliances.

For example, smart meters enable 'demand response'. This is when consumers are paid to use less energy by switching off appliances or drawing power from their solar panels or battery storage instead of the grid. This helps the power system cope with heatwaves and avoid blackouts.

Smart meters can also give information about energy consumed by new 'smart' appliances - making it easier for consumers to move their use to off-peak times if they choose.

NEW CIVIL PENALTIES



The final rule recommends new civil penalties, such as fines, to protect customers if retailers or network businesses do not meet these new deadlines.

NEXT STEPS

The new rule starts on 1 February 2019.