



INFORMATION

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Accelerating smart meter deployment

The Commission has made a rule to accelerate the rollout of smart meters across the NEM by 2030, under an improved metering framework

We have made a final rule determination for the *Accelerating smart meter deployment* rule change project, in response to a rule change request from Intellihub, SA Power Networks, and Alinta Energy. This rule change will implement recommendations from the AEMC's *2023 Review of the regulatory framework for metering services* (the Review). This rule change was delivered under the fast-tracked rule change process, noting the extensive consultation that was carried out during the Review.

Smart meters provide the digital foundation for a modern, connected, and efficient energy landscape

The energy landscape is undergoing unprecedented change in response to market and technology developments, changing community expectations, and widespread government commitments to net zero. With the rapid uptake of CER, households and businesses will increasingly interact with the grid and energy markets. Smart meters are an important tool to facilitate that interaction, and to support the cost-effective decarbonisation of the energy system.

The timely deployment of smart meters is a key enabler for market bodies' broader CER integration work plan. Energy Ministers have also committed to driving CER reforms through a National CER Roadmap, and through the CER Taskforce.

The final rules enable universal uptake of smart meters in the NEM by 2030

The final rules will deliver an efficient rollout of smart meters to all customers by 2030, under an improved metering framework in the National Electricity Rules (NER) and National Energy Retail Rules (NERR).

The final rules will benefit consumers. They will increase the amount of information available to consumers about their energy use, allow consumers to better understand and manage their bills, and open up access to new and better retail service options. More broadly, the final rules will benefit all energy stakeholders by enabling a more efficient, lower-cost, and lower-emissions energy system.

The final rules deliver two core reforms plus a set of four supporting reforms, which together pave the way for universal uptake of smart meters by 2030.

Core reforms to deliver the benefits that smart meters offer

1	Accelerated deployment of smart meters	<ul style="list-style-type: none">• opens new possibilities for innovative products and services, expanding customers' control of and choices around their energy use• lower costs to customers of meter reads and installations• provides for a modern, data-enabled energy system• underpins the cost-effective decarbonisation of the energy market• supports better integration of CER and a safer and more secure energy system.
2	Access to power quality data	<ul style="list-style-type: none">• DNSPs can better manage their networks to reduce network costs for customers• saves energy, minimises network safety risks, and lifts hosting capacity.

Supporting reforms to enable the core reform program

3	New customer safeguards	<ul style="list-style-type: none">• protect customers from potential upfront charges and exit fees for new meters, and bill shock from unwanted retail tariff structure changes• builds social licence for the smart meter acceleration program.
4	Improving the customer experience	<ul style="list-style-type: none">• helps maintain social license for the acceleration program• ensures that customers can access the full suite of benefits that smart meters provide.
5	Reducing installation barriers	<ul style="list-style-type: none">• supports delivery efficiencies, and therefore cost savings, in the accelerated deployment of smart meters.
6	Improved meter testing & inspections	<ul style="list-style-type: none">• helps minimise costs for industry and customers• supports a 2030 universal smart meter deployment target.

Our final rules were shaped by extensive stakeholder consultation and engagement

The Review was conducted across three years from December 2020 to August 2023. Stakeholders from across the energy landscape contributed to the Review, including consumer and industry representatives.

We published a draft determination on 4 April 2024 to seek stakeholder feedback on the draft rules. We received significant interest from a broad range of stakeholders, including at our public forum and through submissions to the draft determination.

We also published a directions paper on 15 August 2024. This paper sought stakeholder feedback on proposed enhanced consumer safeguards for the accelerated smart meter rollout, in addition to those identified in the draft determination.

These additional safeguards were proposed in response to stakeholder concerns regarding the impact of retail tariff variations following a smart meter deployment, and feedback from some stakeholders that the consumer safeguards proposed in our draft determination should be enhanced. Stakeholders provided feedback on our directions paper through a public forum and submissions to the directions paper.

The feedback we received throughout this rule change process has been important in informing our position for the final rule determination. We thank stakeholders for their valuable contributions and engagement throughout both the Review and rule change processes.

For information contact:

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