

Fact sheet – Smart meters and you

What is a smart meter?

A smart meter is a new type of metering device that measures your electricity use digitally throughout the day and sends data back to your electricity provider.

For a while now, all new and replacement electricity meters have been required to be smart meters (except in Western Australia).

What's changing?

To help modernise the energy system and facilitate the energy transition and continued uptake of Consumer Energy Resources such as batteries and solar, there have been some recent changes to the electricity legislation to accelerate the replacement of older, basic meters with smart meters for all residential and small business customers.

What does this mean for me?

We are currently updating our smart meter information and guidance on what these changes will mean for energy consumers.

In the meantime, here are a few important things for you to know about the changes:

- Your energy retailer may contact you to let you know that they will be replacing your meter with a smart meter.
 - You cannot opt out of this replacement, however you can request for the communications capabilities to be disabled (note this may attract ongoing meter reading fees)
 - You need to provide safe and unhindered access to your meter for this replacement
 - You will not be charged any upfront fees for the meter
 - Sometimes there can be defects at your premises that prevent your retailer from installing the smart meter. If this is the case, you do not have to fix these defects, however this may mean you will not receive a smart meter.
- If you want a smart meter earlier, you can contact your retailer to request a smart meter (they will advise you if there are any upfront fees)
- If you have any issues or concerns we encourage you to contact your energy retailer or your local energy ombudsman for assistance.

Will this mean automatic changes to my electricity plan?

- Maybe. Retailers choose how to charge their customers, including whether they make any changes to your electricity plan once you have a smart meter. Some retailers are letting customers remain on their existing electricity plan, whilst others are shifting customers to a new plan, for example where charges change based on the time of usage.
- Your retailer is required to let you know about any changes to your electricity plan. If you're unsure you can call them and ask.
- We encourage energy consumers to regularly shop around and speak with their retailer to ensure they're on the best retail energy offer for their circumstances. We offer a dedicated price comparison website, Energy Made Easy, which allows consumers to compare energy plans to make informed energy choices.
- If you search energy plans on Energy Made Easy, you will be shown all electricity plans by default, including those which may have eligibility restrictions. Eligibility restrictions for plans can include meter restrictions, meaning you need to have a certain meter type to be eligible for the plan. If you're unsure whether a plan you're looking at has any eligibility criteria, click into the plan and select the 'More Info' tab to see if the retailer has included any meter or other eligibility restrictions; or you can call the retailer offering the plan and ask them.