
From: Treya Derrington
Sent: Thursday, 20 November 2025
To: DMO
Subject: Re: invitation to provide submissions - Default market offer issues paper

I wish to comment on a particular, perhaps side issue, of the Default Market Offer reflections.

I am an electricity customer.

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The issue I'm raising is that of NON-COMMUNICATING SMART METERS

When referring to smart meters, little notice seems to be taken of a central feature - the ability of the smart meter to communicate fully via internet.

I was provided with a smart meter at the end of 2022, when I was organising a solar installation on my house. My retailer at the time, Energy Aust, used the metering coordinator Vector Metering (now BlueCurrent) to replace the ancient existing meter with a new smart meter.

BlueCurrent uses meters which can only access Telstra 4g signal. Where I live, there is virtually no Telstra signal in the area, instead we are serviced by an Optus installation on the local NBN tower.

My smart meter has NEVER been able to communicate via internet. This has a range of consequences, certainly for me, and presumably for whichever energy retailer I may use. It has been very disappointing for me as a customer with an EV who wishes to be able to optimise energy usage efficiency.

Why is this company, now called Blue Current, allowed to have an industrial locked in contract with Telstra to only use Telstra-enabled smart meters. And why are there policies/market provisions/prohibitions which mean that no retailer will change my meter to one which can use the available 4G signal in my area (eg Plus ES, another Metering Coordinator, which provides appropriate meters for a situation like mine)?

I'm aware this is a side issue, but your paper talks about the rollout of replacing legacy meters with smart meters, and surely it is relevant to address an issue where such smart meters are not fit for purpose.

From Treya Derrington