



Smart meters and you

What is the requirement?

All new and replacement electricity meters are required to be smart meters (except in Western Australia).

A smart meter gives you more options on how you use and manage your electricity and access to a wider range of energy services. Your retailer will choose a contractor, known as a metering coordinator, who will install and maintain your meter.

How does this affect me?

You must provide safe access

If you need a new or replacement meter, your retailer can disconnect your electricity if you deny them or their contractor safe access to your premises to install the smart meter.

Your retailer can only disconnect you in this situation if:

- they have visited your premises and have found it unsafe to access or install the meter
- they have given you a disconnection warning notice providing the reason why you may be disconnected, and
- you don't fix the safety issue.

You must also provide safe access to your premises where your retailer needs to test, maintain, inspect or alter the meter or check its accuracy.

Your electricity supply will be interrupted

Your electricity will be temporarily turned off to install the smart meter.

Your retailer can agree with you to a date range of five business days or a specific date for the installation of your meter. If no timing is agreed, your retailer must provide a minimum of four business days' notice of the planned interruption. The notification must tell you the expected date, time and time length that your electricity will be turned off. Retailers must also include a 24 hour telephone number for enquiries.

Your retailer must restore your electricity as soon as possible after the installation is completed.

How can I get a smart meter?

All new and replacement meters will be smart meters. When your smart meter is installed you can ask your retailer to disable its communications functions. Be aware there may be ongoing costs associated with doing this.

1. Your retailer offers you a smart meter or a product that needs a smart meter

What are my rights? Your retailer may offer you a product that needs a smart meter installed or they may offer you a new meter as part of a new meter deployment that includes your home. If you do not want a smart meter installed at your premises, you can opt out. More information is included below in '*How do I opt out if my retailer offers me a smart meter?*'

2. Your meter is faulty or not working properly

What are my rights? If your meter is not working properly or is faulty or damaged, your retailer will replace it with a smart meter. You cannot opt out of this process and you must provide safe access to your premises to allow the meter to be replaced.

3. You are building a new house with a new connection point

What are my rights? All new builds and new connections will have smart meters installed.

4. You would like a smart meter

Ask your retailer if they are able to install a smart meter at your property. If they cannot, you may want to shop around to see if other retailers can provide the meter. For more information about the timeframes for installation see '*Timeframes for a meter installation or exchange*' below.

How do I opt out if my retailer offers me a smart meter?

If your retailer offers you a smart meter or a product that needs one, you can opt out of a replacement smart meter. This only applies if you haven't already waived your right to opt out when signing up to your energy contract.

Your retailer must give you two notices to make sure you have a chance to opt out:

- your retailer must write to you between 60 and 25 business days before they propose to replace the meter.

- they must write to you again at least 10 days after the first notice and no less than 15 business days before the proposed date to replace the meter.

In these letters, your retailer must tell you:

- that you have the option of opting out of the meter installation (including instructions on how to opt out and the last opportunity you will have to opt out)
- the expected date and time for the meter replacement
- any upfront charges you will incur
- their contact details.

Can I opt out if my meter is faulty or if my retailer has advised me my meter is faulty?

If your meter is faulty or your retailer has deemed your meter to be faulty (through sample testing), you cannot opt out of having the meter replaced with a smart meter.

The ability to opt out only applies when your retailer is rolling out smart meters as part of a new deployment. It does not apply when your retailer is replacing a meter that is faulty or deemed to be faulty.

Timeframes for a meter installation or exchange

Timeframes only apply when you have requested a new or replacement meter.

New connection

A new connection is when electricity supply is being connected to a site where none existed before.

When there is a new connection, your retailer can arrange for the meter to be installed by a date agreed with you, or if no timing is agreed, no later than six business days after being informed that the connection service is complete.

Simple meter exchange

A simple meter exchange is when an existing meter is being replaced with a new meter and a connection alteration is not required.

For a simple meter exchange, your retailer must arrange for the meter to be installed by a date agreed with you, or if no timing is agreed, no later than 15 business days after receiving your request.

Complex meter exchange

A complex meter exchange is when an existing meter is replaced and a connection alteration is required.

For a complex meter exchange, your retailer must arrange for the meter to be installed either by a date agreed with you, or if no timing is agreed, no later than 15 business days after your retailer receives your request. Your retailer and distributor have an obligation to coordinate to ensure your meter is installed.

What should I do?

To ensure your meter is installed as soon as possible, contact your retailer to find out exactly what you need to do and what information you need to provide to get a new or replacement meter.

Retailers must also include information about all timeframes on their website and provide the information to you in writing if you have requested a meter to be installed.

What can I do if there's a problem?

Contact your retailer if:

- you have a problem with your meter
- you think your bill is wrong
- your electricity was disconnected and you think it was a mistake.

Your energy retailer is the business that bills you for your electricity or gas. They are also responsible for your meter and can remotely read your energy meter.

Your retailer's contact details are on your energy bill. When choosing your retailer, ask them if they have a 24 hour enquiries line if this is important to you. Other retailers may have online inquiry assistance or other ways you can contact them.

Contact your distributor if:

- your electricity or gas stops working
- there is a blackout or the supply is bad
- there is a fault or emergency, for example, an electricity pole is down.

Your distributor is the business that operates the gas and electricity networks, including the electricity poles and wires and gas pipelines. Your distributor's contact details are on your energy bill, usually under 'faults and emergencies'.

If you experience a problem with the installation or function of the smart meter or you wish to submit a complaint, follow this link for more information on what you can do:

[What can I do if I have a complaint about my energy?](#)

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