

Understanding National Metering Reforms

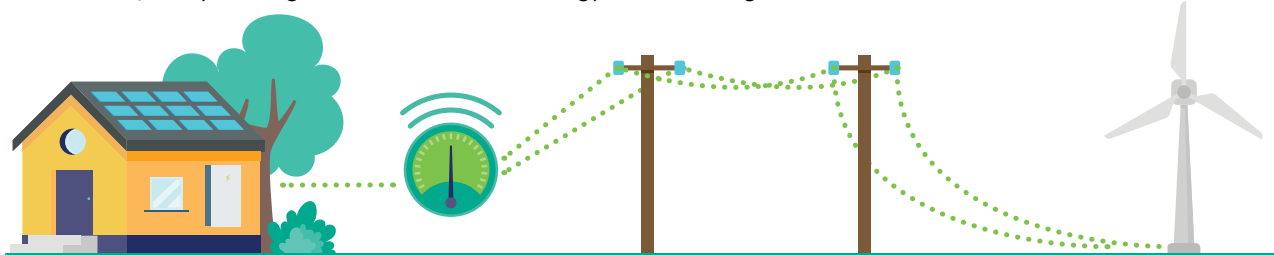
Upgrading all household energy metering

The Australian Energy Market Commission (AEMC) has introduced metering reforms that will upgrade metering to smart meters for all homes and small businesses by 2030.

The AEMC has introduced these reforms to 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.

Upgraded metering and the energy transition

Smart meters are a key enabler of the transition in our energy system. They are critical to a modern and efficient energy system, enabling consumers to get the most from renewable energy and their own renewable technologies (rooftop solar, batteries and electric vehicles), and providing better information on energy use and billing.



Smart meters will enable a range of customer benefits

The NSW Government identifies the following [customer benefits of smart meters](#):



Going solar

- You need a smart meter to install solar panels and batteries
- Make savings by using your own energy and exporting excess electricity to the grid.



Quick identification of electricity supply outages

- This means faster repairs and more effective planned maintenance to prevent unplanned outages.



Less inconvenience

- Smart meters send information digitally to your retailer. This means you will no longer need to regularly provide access to your property for quarterly meter reads.



Flexible pricing and monthly billing options

- With a smart meter you can access flexible pricing options that offer different prices for different times in the day. Customers can choose from a wider range of plans to suit their needs.



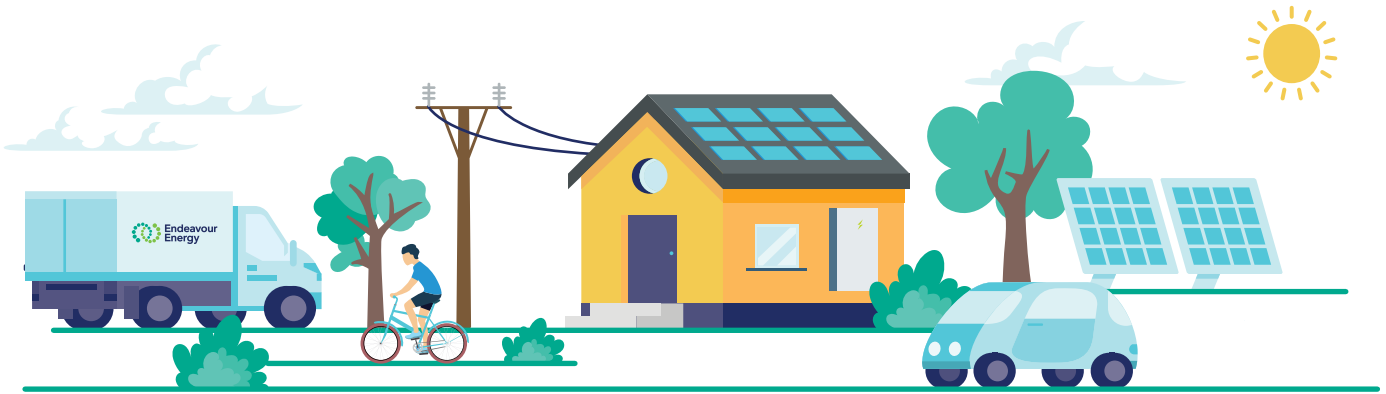
Track your energy use

- Many electricity retailers have online platforms and apps that provide information about your electricity usage. This can help you understand when and how much electricity you are using to make it easier to save money on your bills.



More accurate, transparent and reliable

- A smart meter is read remotely, which means more accurate billing for customers, because your usage will no longer have to be estimated if the meter cannot be physically accessed.
- Access detailed information about how much electricity you use



Our coordination role in upgrading household metering

Who is responsible for metering?

Since Power of Choice reforms were introduced in 2017, customers have been able to choose their electricity retailer who are also responsible for metering your home or business.

Electricity retailers are responsible for all aspects of the electricity metering to your home or small business, including installation, servicing, maintenance, or replacement.

Is this changing?

The Power of Choice reforms also require any new or replacement electricity meter to be a smart meter. **This will not change.** Electricity retailers still have responsibility for installing, replacing and maintaining all electricity smart meters to residential and small business properties.

What is Endeavour Energy's role?



However, to fast-track the rollout of smart meters to all residential and small business properties by 2030, the AEMC has asked distribution networks like Endeavour Energy to play a coordination role to ensure that rollout is as smooth and cost effective as possible for customers within the [Endeavour Energy network area](#).

We have started to work with electricity retailers to develop this plan, making sure the rollout of smart meters is efficient, and that customers gain access to its benefits as quickly as possible.

What does this mean for you?

Your meter

Electricity retailers will progressively upgrade all electricity meters to residential and small business properties to smart meters by 2030, and Endeavour Energy will continue to support the replacement plan.

That means if your residential or small business property currently has a basic meter, you should expect to hear from your electricity retailer about the replacement of your meter. Some electricity retailers are acting fast – they are already reaching out to customers to offer an early upgrade to a smart meter. **We recommend you talk to your electricity retailer to find out what works best for you.**

Electricity retailers will provide customer-friendly information prior to meter installations and adequate notice about any retail tariff changes once a smart meter has been installed.

Your pricing plan

When you receive an upgraded, smart meter, you may choose to switch to a time-of-use pricing plan if works best for you.

Importantly, having or upgrading to a smart meter does not mean you must change your current retail pricing plan.

Retailers cannot move customers to a new type of pricing plan without obtaining your explicit informed consent for a period of two years after receiving your smart meter.

For more information about smart meters and your pricing plan, talk to your retailer.

You can exercise your power of choice by:



Waiting for your electricity retailer to contact you



Reaching out to your electricity retailer to request an upgrade to a smart meter

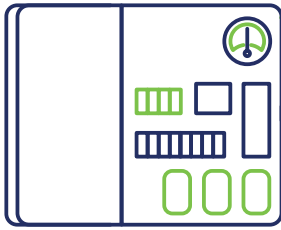


Having a look at what smart metering services are already being offered by retailers



Choosing the right retail pricing plan for your home or business

What if additional electrical work is needed to install a smart meter at my property?



Safety standards

All property owners are required to ensure that their switchboard complies with current safety standards.

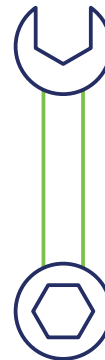


Additional electrical work

Occasionally a meter installer may identify the need for additional electrical work, or that a meter board needs to be upgraded before a smart meter can be safely installed.

Switchboard remediation

Property owners remain responsible for remediation work needed to safely install a smart meter, which could include replacing old wiring, providing an isolation switch, having a meter board with enough space, or disturbance of meter board that includes asbestos. (Tenants concerned about meter installation costs imposed by their landlord can contact the Tenant's Union NSW.)



Qualified electrician

If your electricity retailer or their smart meter installer finds the need for additional electrical work at your property, they will advise you to contact an electrician or Accredited Service Provider (ASP) to undertake remediation work that ensures compliance with safety standards.

For more information

Your Retailer

If you would like to receive a smart meter or have queries about a meter installation, we recommend that you contact your retailer first to resolve any queries or concerns. Please refer to your electricity bill for your retailers contact details.

Australian Energy Market Commission (AEMC)

www.aemc.gov.au/energy-system/electricity/electricity-system/metering

www.aemc.gov.au/rule-changes/accelerating-smart-meter-deployment

NSW Energy & Water Ombudsman

If you are unable to resolve an issue about a smart meter installation with your retailer, you can contact EWON.

www.ewon.com.au/page/customer-resources/managing-your-account/digital-meters

1800 246 545

Endeavour Energy

www.endeavourenergy.com.au

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NSW Government

www.energy.nsw.gov.au/households/guides-and-helpful-advice/being-more-energy-efficient/measuring-your-usage/using-smart

13 77 88

Energy Made Easy

www.energymadeeasy.gov.au

1300 585 165

A free, Australian Government energy price comparison service for households and small businesses.