



## National Customer Code

Smart Meter Customer Code  
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# National Customer Code Smart meters

Many parts of Australia are on the cusp of a full-scale transition to smart meters, with the Australian Energy Market Commission (AEMC) aiming for 100 per cent adoption across the National Electricity Market by 2030. This shift presents both opportunities and challenges for energy customers, making it essential to establish a clear, customer-focused framework for industry that ensures clarity, support, and seamless interactions across the energy supply chain.

Smart meters are essential energy infrastructure because they provide useful energy data, enabling more accurate billing, efficient grid management, and customer empowerment to optimise energy use, integrate renewables, and support the transition to a smarter, more sustainable energy system.

## What is the Smart Meter Customer Code?

This voluntary Smart Meter Customer Code aims to ensure a transparent, customer-focused transition to smart meters by providing clear information, strong support and empowered decision-making for households and small businesses.

This Code strengthens coordination between energy retailers, distributors, and metering providers, fostering greater efficiency, consistency, and a customer-first approach. By aligning commitments and practices, the industry can ensure:

- ✓ Simplified interactions for customers, reducing confusion and improving communication
- ✓ Faster issue resolution, with better coordination between service providers
- ✓ Proactive guidance and education, helping customers better understand smart meters.

## What are the customer benefits?

The Customer Code establishes guiding principles that help customers understand their choices, navigate the installation process, and confidently use smart meter data to manage energy effectively. It promotes consistency and collaboration across the energy supply chain, ensuring that industry practices keep the customer at the centre of the rollout. The Customer Code outlines key guidelines for Signatories. In addition, industry regulators have established specific rules and requirements that all businesses in the industry must follow.



## What are the principles of this Customer Code?

### **Clear, consistent and meaningful communication**

- we're committed to delivering customers clear, timely, and tailored communication about smart meter upgrades, including advance notice, rights and choices, and any applicable costs or requirements. Customers receive fair, consistent, and easy-to-understand information that helps them make informed decisions, with industry messaging kept aligned to minimise confusion.

**Inclusive support and fairness** - we're committed to providing inclusive and respectful support, including targeted assistance for vulnerable customers, clarity around rental responsibilities, and access to interpreter services to ensure everyone can engage with us confidently.

**Transparency, trust and respect** - we're committed to building trust through open communication, clear timelines, and respectful, honest responses to your concerns, including those about health or installation. In return, we ask that our staff and installers are treated with the same respect, ensuring a positive experience for everyone involved.

**Collaboration and shared responsibility** - as an industry, we're committed to working collaboratively to ensure you receive clear,

consistent support and information, no matter which Signatory you engage with. We'll also deploy meters that meet all regulatory standards, provide accurate data, and keep you informed throughout the installation process.

### **Streamlined and customer-focused processes**

- We're committed to delivering timely and reliable meter installations, keeping you informed of any delays or site requirements along the way. Across all parts of the industry—whether we're a Retailer, Distributor, or Metering Provider—we strive for a consistent, customer-focused approach that puts your needs at the centre before, during, and after installation.

### **Accountability and continuous improvement**

- we're committed to upholding consistent service standards, learning from past experiences, and continuously improving through customer feedback and regular review of this Code. If something goes wrong, we'll communicate clearly, offer accessible dispute resolution, and keep customers informed while staying aligned with evolving industry regulations.

### **Community engagement and local presence**

- we recognise the importance of inclusive, tailored outreach, prioritising local engagement, biosecurity compliance, and place-based approaches to better support diverse community needs.

## How does joining this Customer Code help my business?

Energy networks, retailers, metering providers and other industry businesses are welcome to be part of this Customer Code.

Signing up is voluntary. By working together, we can support customers navigating their changeover to a smart meter and help them make the most of the new technology.

You can:

- Differentiate your business by publicly committing to help keep customers at the centre of your business planning
- Be part of a caring community that goes the extra mile to help our customers
- Improve your reputation and standing
- Demonstrate practically to stakeholders that you are working in the customer's best interest
- Strive for industry better practice within your business
- Improve customer relations
- Help customers sustainably manage their energy.

## Collaborating with other signatories

Another benefit of signing up to the Customer Code is collaborating with signatories to help resolve customer issues and industry roadblocks to streamline operations. Working together means you can:

- Collaborate with other signatories and consumer advocates to drive outcomes that benefit customers
- Network with other signatories to develop better processes to streamline the smart meter installation
- Be part of a cohort who are aligned in their values and have a voice to call out actions which go against the principles of the Customer Code
- Join regular industry roundtables and guest speaker information sessions
- Work with the independent administrator who runs the day to-day activities and with the Customer
- Consider joining the Code Council that includes energy distributors, energy retailers, metering providers and customer representatives.

## How do I join or find out more?

Visit the Smart Meter Customer Code page or contact the Code Administrator, Anne Whitehouse, at [anne.whitehouse@theenergycharter.com.au](mailto:anne.whitehouse@theenergycharter.com.au)