



The Energy
Charter

#BetterTogether Smart Meter Customer Code

This Customer Code has been co-designed in 2025 through the collaboration of consumer representatives, energy retailers, energy distributors and metering providers and is supported by The Energy Charter.

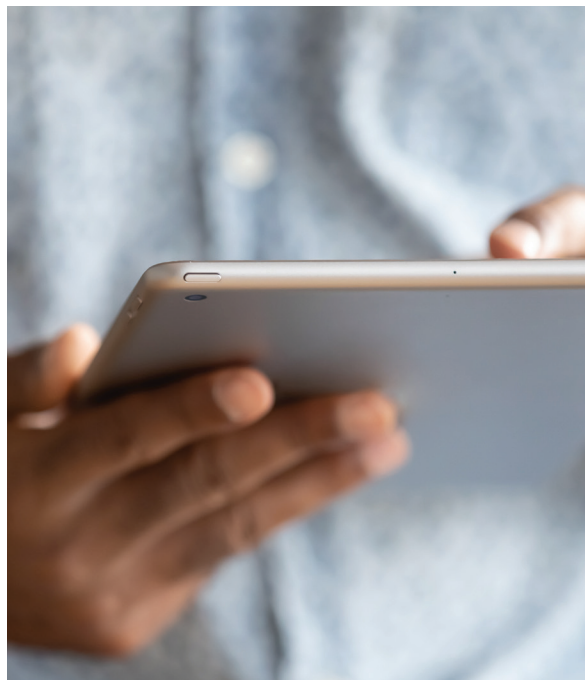
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Purpose of this Customer Code

Many parts of Australia are on the cusp of a full-scale transition to smart meters, with the Australian Energy Market Commission (the 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 for all of us.

The purpose of this voluntary Smart Meter Customer Code (**this Customer Code**) is 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. By providing clear and easy to understand information, Signatories aim to work together to deliver better outcomes for Australian households and small businesses in the smart meter roll-out.



Putting customers first

This Customer Code is designed to simplify the transition for households and small businesses, offering the following:

- Clear, accessible information so customers understand their choices and rights
- Reliable support throughout installation, ensuring confidence in the process
- Empowered decision-making, helping customers use smart meter data effectively to manage their energy
- Ongoing collaboration to keep customer needs at the forefront.

Greater industry collaboration for a seamless experience

This Customer Code strengthens coordination between energy retailers, distributors and metering providers, fostering greater efficiency, consistency and a customer-first approach. It does not aim to replicate business-to-business processes that are already being managed by industry participants or reporting on customer impacts to the Australian Energy Regulator (the AER).

By aligning commitments and practices through this Customer Code, Signatories can complement this work and 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.

Guiding principles for Signatories

This 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. At the same time, it promotes consistency and collaboration across the energy supply chain, ensuring that industry practices keep the customer at the centre of the rollout.

In addition, industry regulators have established specific rules and requirements that all energy businesses in the industry must follow.

For industry participants, this Customer Code provides structured commitments, ensuring better practices, transparency and accountability. By defining clear roles and responsibilities, Signatories are encouraged to:

- Enhance customer trust through transparent processes and clear communication so customers understand they have choice and agency
- Deliver a consistent experience, reducing customer frustration across different service providers
- Support a smoother, faster rollout of smart meters, minimising disruptions and unnecessary delays.

By embracing collaboration and prioritising customer experience, this Customer Code lays the foundation for a more efficient, supportive and informed smart meter transition—ensuring households and businesses can fully unlock the benefits of smarter energy tools.

About this Customer Code

When we refer to “you” we are referring to our Customers. When we refer to “we” we are referring to ourselves as Signatories to this Customer Code.

Part A outlines our commitments to you and explains how we will fulfill them.

Part B explains briefly how industry participants can sign up to this Customer Code, as well as how it is governed and administered. A full copy of the governance framework and administration is available [here](#).

Part C defines key terms.



Our roles + responsibilities

Getting your smart meter installed takes co-operation and collaboration with several different businesses. Here is a brief outline of how they each contribute to providing your smart meter in a safe and efficient way:

Type of business	Responsibilities
Energy Distributor	<ul style="list-style-type: none">• Developing the high-level roll-out schedule in the distribution area and co-ordinating implementation with the Energy Retailer and Metering Co-ordinator• Supporting Energy Retailers and smart meter providers
Energy Retailer	<ul style="list-style-type: none">• Arranging the installation of the smart meter• Ensuring timely communication with you• Working with you to resolve installation issues• Compliance with national energy regulations.
Metering Service Provider	<ul style="list-style-type: none">• Installing and maintaining the smart meter• Ensuring data accuracy and timely communication with the energy retailer• Complying with updated technical and regulatory standards.
Metering Coordinator	<ul style="list-style-type: none">• Overseeing the appointment and coordination of smart metering providers• Ensuring compliance with regulatory obligations• Facilitating accurate data delivery and system integration across market participants.

Part A: Our commitments

Our key commitments made under this Customer Code are that we will deliver:

1. Clear, consistent and meaningful communication
2. Inclusive support and fairness
3. Transparency, trust and respect
4. Collaboration and shared responsibility
5. Streamlined and customer-focused processes
6. Accountability and continuous improvement
7. Community engagement and local presence.

1. Clear, consistent and meaningful communication

We will:

- 1.1 Provide simple and easy-to-understand information about smart meters, tailored where possible to meet your individual needs.
- 1.2 Let you know in advance following your communication preferences when your smart meter is scheduled to be changed and advise you if we need you to ensure the area around the smart meter is accessible.
- 1.3 Notify you in accordance with prescribed requirements before the scheduled change.
- 1.4 Advise you of any upfront charges if applicable noting that relevant Rules prohibit any upfront charges or exit fees for the replacement of a legacy meter until 31 May 2031.
- 1.5 Let you know your rights to opt out of remote communications capabilities and the process to do so including any applicable costs.
- 1.6 Fairly outline the benefits, impacts, your rights and your choices so that you understand the purpose of the roll-out and what it could mean for you.

1.7 Confirm that if your old electricity meter is replaced with a smart meter, your energy retailer cannot change your pricing plan unless you've clearly agreed to the change and at least 30 days have passed since you gave consent. This protection applies for two years after the smart meter is installed, but only if the installation happens between 1 December 2025 and 31 May 2031 and you are still with the same energy retailer. Before making any change to your pricing plan, the energy retailer must give you a clear comparison of your current and new rates. If the data is available, they also need to show you at least three months of past bills using smart meter data so you can see what the new plan might cost. To help you make informed choices, the energy retailer must also provide practical tips to help you understand and manage your energy use. They must offer a flat retail tariff for smart meters where that is required in the Rule for the state jurisdiction.

- 1.8 Provide you with information that is fair and balanced and does not oversell the benefits.
- 1.9 Ensure you are made aware and understand the opportunities or impacts of any proposed tariff changes.
- 1.10 Let you know if your existing meter or supporting infrastructure has any safety or compliance requirements that may require remediation to enable the new smart meter to be installed and where you can find information.
- 1.11 Ensure that messaging between Signatories and with you remains aligned and consistent across the industry to reduce confusion.

2. Inclusive support and fairness

We will:

- 2.1 Actively support you if you are experiencing vulnerability, digital exclusion or financial hardship through accessible information, respectful language and targeted information/assistance.
- 2.2 Clearly define landlord and tenant responsibilities to help clarify understanding and ensure fair energy management in rental properties including where body corporates can help.
- 2.3 Provide easy access to appropriate interpreter services.
- 2.4 Lead with inclusion—embedding culturally safe, community-led practices that actively support and empower First Nations customers. This includes meaningful engagement that respects cultural protocols, promotes trust through long-term relationships and ensures First Nations voices are central in decision-making.

3. Transparency, trust and respect

We will:

- 3.1 Build trust through open communication, clear timelines and honest, respectful responses to your concerns, including health and installation issues and how these can be addressed.
- 3.2 Ask you to also treat our staff, contractors and installers with respect.
- 3.3 Always let you know your options with regards to any facet of the installation if applicable.
- 3.4 Ensure you are listened to and treated with respect.
- 3.5 Ensure communication follows your preferences being particularly mindful of protecting your privacy and details especially where you have indicated there may be family and domestic violence.

- 3.6 Make our company's privacy policy available to you. The privacy policy will outline how data is used, stored and shared.

4. Collaboration and shared responsibility

We will:

- 4.1 Work together to align roles, responsibilities and messaging across all Signatories to ensure you receive support to the best of our abilities no matter which Signatory you contact.
- 4.2 Ensure that once you contact a Signatory that it will use best endeavours to help you at the first point of contact or where possible through a single referral.
- 4.3 Deploy smart meters that meet regulatory standards, ensuring accuracy, reliability and compatibility with the energy distribution network.
- 4.4 Provide installation updates between Signatories and ensure that smart metering data is correctly recorded for your premises.

5. Streamlined and customer-focused processes

We will:

- 5.1 Ensure smart meter installations occur when scheduled and advise you of delays or where any site remediation may be needed.
- 5.2 Consider alignment with weather and seasonal protocols in any planning and delivery standards for the roll out of smart meters particularly in remote and climate prone areas. Through genuine collaboration, energy businesses will work to the best of their abilities to minimise disruption and safeguard community wellbeing.
- 5.3 Put you at the centre of our business and make decisions aligned with driving positive outcomes or you by exhibiting a culture of customer centricity and collaboration for positive customer outcomes before, during and after the installation of the smart meter.
- 5.4 Aim to be consistent in the ways we support you whether we are an Energy Retailer, Energy Distributor or Metering Provider.

6. Accountability and continuous improvement

We will:

- 6.1 Hold all parties including those installing the smart meter to consistent standards around service quality, issue resolution, defect management and safety.
- 6.2 Consider lessons from past smart meter rollouts to guide our approach.
- 6.3 Determine if any parts of this Customer Code need to be updated or where resources could be developed to assist Signatories or Customers.
- 6.4 Encourage your feedback and strive to take it on board to ensure continuous improvement for the benefit of customers.

- 6.5 Clearly communicate with you and let you know in a timely manner how we will address the issue/s if we do not complete your smart meter installation in line with required practice.
- 6.6 Have a clear, effective and accessible dispute resolution processes to resolve your complaints.
- 6.7 Promise that if we do not resolve the complaint, we will provide you with information on the appropriate Energy and Water Ombudsman in your state or other jurisdictional body and notify the Administrator of complaints if they are related to this Customer Code.
- 6.8 We will stay up to date with material or regulatory developments in the energy market that may impact you and ensure that we are following any relevant Rules or guidelines.

7. Community engagement and local presence

We recognise:

- 7.1 The value of local, face-to-face engagement, especially in rural or digitally excluded areas and will look to develop approaches that are place-based where feasible.
- 7.2 The importance of meeting any bio-security requirements on your property when we visit.
- 7.3 It is important that outreach is tailored to meet diverse community needs and ensure inclusivity to help to drive better customer outcomes.

Part B: Signatories, governance framework and administration

Signatories – Working together for better customer outcomes

Becoming a Signatory to this Customer Code is voluntary. Energy retailers, distributors, metering companies and other industry participants can choose to join and support this Customer Code to help drive better collaboration, transparency and customer-focused outcomes.

Signatories:

- Commit to better practices outlined in this Customer Code.
- Pay an annual fee, set by the Customer Code Council to help support administration and industry-wide improvements.
- Share this Customer Code widely—through websites, community engagement and industry briefings to raise awareness and ensure customers can easily access it.
- Work cooperatively with the Code Administrator and Customer Code Council to uphold industry commitments.
- Regularly review and confirm their compliance, ensuring consistent accountability and reporting.
- Ensure all relevant employees are aware of and aligned with the commitments in this Customer Code.

Failure to meet these commitments may result in a Signatory losing their Signatory status, reinforcing the importance of accountability and transparency.

Governance – A strong framework for industry leadership

This Customer Code is guided by the Customer Code Council, a diverse group including:

- Industry Signatories
- Consumer representatives
- Independent Chair
- Independent Customer Code Administrator
- The Energy Charter
- Regulatory observers if requested

The Customer Code Council plays a critical role in overseeing the implementation, evolution and effectiveness of this Customer Code. Members are appointed for defined terms, ensuring a fresh perspective and ongoing industry leadership.

The Code Administrator, appointed by the Customer Code Council, manages day-to-day administration, ensuring this Customer Code runs efficiently, remains relevant and evolves alongside customer needs and industry changes.

Through roundtables, training sessions and shared resources, the Customer Code Council and the Code Administrator help Signatories build capabilities, strengthen customer engagement and improve industry standards.

We will recognise the importance of long-term engagement through regular contact with customer and community representation through collaboration meetings with Signatories and the Customer Code Council.

Administration – Keeping Signatories + customers aligned

The independent Code Administrator ensures fair governance, overseeing:

- Signatory applications and renewals, assessing compliance and industry alignment.
- Complaints resolution, supporting improvements through structured reviews.
- Transparent reporting, ensuring industry-wide learning and best practices.
- Non-profit operation, ensuring outreach and growth are driven by customer impact, not financial incentives.
- Public awareness, providing accessible information, checklists, guides, templates and training for both Signatories and customers.

Complaints + continuous Improvement

A structured complaints process ensures fairness and accountability. If a Signatory's internal complaint system does not resolve an issue, an Independent Decision Maker may review the matter, offering transparent resolutions.

The Code Administrator provides feedback, anonymised reporting and systemic insights, helping the Customer Code Council refine resources, improve processes and ensure continuous improvements.

Looking ahead, this Customer Code will be reviewed regularly, ensuring it evolves to meet industry and customer needs.



Part C: Glossary of terms

Applicable Laws are laws relating to smart meters in Australia include regulations set by the Australian Energy Market Commission and oversight from the Australian Energy Regulator. These laws govern the installation, operation and rollout of smart meters.

Code Administrator a person or organisation with relevant experience in both the industry and in managing Customer Codes. The Administrator is responsible for the day-day management of this Customer Code.

Complaints Process is a complaints management process where a customer is unable to resolve a complaint with the Signatory that relates to their failing to meet this Customer Code commitments.

Customer refers to any residential or small business customer (the account holder) as defined under the National Energy Retail Law, the Victorian Energy Law and any analogous law for any Australian jurisdiction not included in the National Energy Market who is the account holder for the energy supply.

Customer Code Council is the governance body for this Customer Code made up of customer representatives, Signatories and invited observers which is responsible for working with the Administrator to ensure this Customer Code is effective in achieving better customer outcomes.

Energy Distributors are responsible for owning, maintaining and operating the infrastructure—such as power lines, poles and pipelines—that delivers electricity and gas from transmission networks to homes and businesses.

Independent Person is a neutral decision-maker responsible for reviewing complaints relating to this Customer Code, ensuring fairness, transparency and accountability and determining whether a Signatory is meeting its Customer Code commitments.

Metering Co-ordinator is responsible for managing and overseeing metering services, ensuring the installation, maintenance and accuracy of electricity meters in compliance with the National Electricity Rules (NER).

Metering Services Provider is an accredited entity responsible for the installation, maintenance and management of electricity meters, ensuring they meet regulatory standards and operate accurately within the National Electricity Market.

National Electricity Market is Australia's interconnected wholesale electricity market, linking the transmission grids of the eastern and southern states to facilitate the buying, selling and distribution of electricity across the region.

Rule refers to a formal change to the National Electricity Rules and National Energy Retail Rules (NERR)—the legislative frameworks that govern how electricity is supplied, sold, and regulated across the National Electricity Market (NEM) as well as the Accelerating Smart Meter Deployment Rule, finalised by the Australian Energy Market Commission (AEMC) or any other applicable Rule.

Signatory/Signatories are organisations who agree to meet the requirements of this Customer Code and contribute financially to its ongoing operation.

