

Smart Meter Customer Code – Customer FAQ



**National
Customer Code**

Smart Meter Customer Code
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What is an electricity smart meter?

A smart meter is a digital electricity meter that automatically records your energy use and securely sends this information to your energy company. This minimises the need for manual meter readings, improves billing accuracy and provides better visibility of your energy use.

Why is someone visiting my property?

Your energy retailer has arranged for a technician to visit your property to replace the old style meter with a new smart meter. Your energy retailer will have contacted you about this change. If you didn't receive a message, please contact your energy retailer to update your contact details.

The installation is typically quick and safe and is carried out by an authorised professional. The technician will let you know when they arrive how long the power will need to be off for, explain the work being undertaken and check that everything is operating correctly before they leave.

Life Support equipment

If you have previously advised your energy retailer that there is anyone in the property with Life Support equipment, the technician will follow the right protocols. If there is life support equipment, please confirm with the technician.

Is there a cost to me?

For most households it's a simple swap arranged by your electricity retailer with no charge for the installation itself. However, any required upgrades due to unsafe or non-compliant equipment (e.g. switchboard replacement) could be at the home owner's expense.

If any defects are identified during the visit, the technician will do their best to fix them on the spot where they can. If that's not possible, you will be notified of the next steps and who can help the home owner.

What happens after the installation?

Once the installer has finished and your power is restored, a few important things happen behind the scenes. The smart meter begins recording electricity usage in short intervals (usually every 5–30 minutes).

This data is sent to your energy retailer and will start appearing in your online account or app within a few days.

If you live in ACT, NSW, QLD, SA or TAS then for two years after installation, your current energy retailer cannot change your tariff structure without your explicit consent. This means you cannot be moved from a flat tariff to time-of-use or demand pricing unless you agree. After that your retailer may propose a new plan, but they must give you notice and show how it compares to your current one.

Retailers must ensure that if you're a customer in vulnerable circumstances that you are not disadvantaged by the installation or by any resulting tariff changes.

Who do I contact if my hot water is not working

Some electric hot water systems run on a separate circuit – “a controlled load” shown as a second meter reading on your bill. During a meter exchange, the installer must disconnect and reconnect this circuit. If the reconnection is missed or wired incorrectly, the hot water system won't receive power.

If your hot water is not working immediately after the meter is installed, please contact your energy retailer.

What is the Smart Meter Customer Code?

The Smart Meter Customer Code is a voluntary commitment from energy retailers, distributors and metering businesses to make the smart-meter journey smooth, transparent and genuinely supportive for you.

It should help you feel informed, respected and confident during installation and ensures energy companies signed up to the Customer Code work together to put you first.

How does the Customer Code help me?

Upgrading to a smart meter can raise questions. Customer Code signatories commit to standards that go beyond baseline industry practice by making sure:

- You get clear, simple information
- You know what's happening and when
- You feel supported, including if you have special needs
- Your questions and concerns are taken seriously
- Companies do their best to coordinate so you're not passed between different organisations.

What commitments do Customer Code Signatories make to me?

Energy companies and metering providers that sign the Customer Code promise seven key things:

1. **Clear, simple communication** – You get easy-to-understand info about the upgrade. No jargon. No surprises.
2. **Inclusive support** – Everyone is treated fairly, including renters, people experiencing vulnerability and those who can be supported by interpreter services.
3. **Transparency and respect** – Your questions are answered honestly. You'll know timelines and what to expect.
4. **Teamwork behind the scenes** – Companies work together so you don't have to chase answers from multiple places.
5. **Smooth, customer-focused processes** – Booking and installation are straightforward. If delays happen, you'll be kept informed.
6. **Accountability and improvement** – Mistakes are addressed fairly, and companies learn from feedback.
7. **Community awareness** – Local needs and diversity are considered, including cultural and regional requirements.

How does the Customer Code support me during the meter upgrade?

It ensures the smart meter upgrade is:

- **Predictable:** You know what will happen, when and how
- **Supported:** Help is available if you have questions or special needs
- **Coordinated:** Companies work together so it feels seamless
- **Safe and compliant:** Only meters meeting strict standards are installed
- **Customer-centred:** Your rights, concerns and preferences are respected

Consumer advocates are involved in the Customer Code Council, so your interests help shape the Code, not just industry priorities.

Accelerating the smart meter rollout

The Australian Energy Market Commission (AEMC) is speeding up smart meter installations across Australia.

What this means:

- More homes will get smart electricity meters faster, so you get more accurate bills and better information about your energy use.
- Smart meters are becoming the standard, making it easier for you to manage your energy usage and some energy retailers offer monthly bills to help make budgeting easier.
- While the current focus is on electricity smart meters, gas smart meters are being introduced more gradually and not for all customers. Similar smart metering technology is also being rolled out for water meters in some parts of the country.

If your home or small business doesn't have an electricity smart meter yet, you can expect one in the next few years. And if you're keen to find out when yours is scheduled, just contact your energy retailer.

Where can I learn more?

Visit the **Smart Meter Customer Code website** or contact the **Customer Code Administrator** to see which businesses have signed up and to learn more about the Code.



www.theenergycharter.com.au/smart-meter-customer-code/



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