



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

The Australian Energy Market Commission introduced rule changes requiring smart meters to be rolled out to all residential and small business customers by the end of 2030.

A smart meter is a digital electricity meter that records your electricity use in five-minute intervals. It automatically sends the data to your electricity provider without the need for someone coming to read your meter.

## How smart meters can help you

A smart meter can help you:

- get accurate and up-to-date information about your electricity usage
- monitor your electricity usage
- reduce or change your usage to reduce your bills
- get connected and switch providers or contracts quickly
- access more electricity plans that better suit how you use power
- avoid getting an estimated bill.

There are also other benefits including:

- improved electricity network visibility, reducing network costs to customers
- faster restoration of power after supply interruptions
- better integration and adoption of solar panels, storage batteries and electric vehicles.

## The rollout plan

Under the smart meter rollout, SA Power Networks is required to develop a Legacy Meter Replacement Plan ('the plan'), which will apply from 1 December 2025 to 30 November 2030.

The plan is approved by the Australian Energy Regulator and will be published on their website, so customers can see the approximate timing for when their meter is expected to be replaced.

Electricity providers will then implement the plan to replace basic meters with smart meters.

It is important to note that your electricity supply will be temporarily interrupted while your meter is being replaced.

## Opting out of a smart meter

You no longer have the right to opt-out of having a smart meter installed from 1 June 2025, even though the rollout officially begins in December 2025.

You still have the right to ask your provider to:

- turn off your smart meter's wireless technology
- read your meter manually.

Your provider may charge you for this – and the costs for manual meter reads will continue until your smart meter's wireless technology is turned on.

## Your provider's responsibilities

There are important steps that your provider must follow before replacing your existing meter with a smart meter under the plan.

Your provider must give you written notice of the work between 60 business days and four business days before the installation date.

Alternatively, your provider must obtain your explicit informed consent to the new meter installation or replacement occurring on any day within a date range of five business days or on an agreed date.

Your provider must also explain:

- the reason for the meter installation
- services and benefits from having a smart meter
- how you can access smart meter data
- your rights and responsibilities regarding the meter installation
- if your meter board needs fixing and what you need to do, which can include choosing not to fix the defect(s), unless there is a safety issue
- your dispute resolution options – including contacting us if things go wrong and can't be resolved.

### Tariff and pricing changes

Some important customer protections are time-limited and will only apply during the rollout period (from December 2025). These protections:

- prohibit providers from charging you upfront costs for smart meter installations associated with the plan (this does not apply to new connections or where you proactively request a smart meter)
- require your explicit informed consent for your provider to change your tariff, for two years following your smart meter installation, where you stay with the same provider
- require providers to give you 30 business days' notice before changing your tariff structure where you don't provide explicit informed consent.

After the two-year period, your provider may change your tariff structure without your explicit informed consent. However, your provider must give you:

- 30 business days' notice
- an estimate of what your last 12 months' billing would have been under the new tariff structure, compared to your bills with your existing tariff
- supporting information to explain how to understand, monitor and manage your electricity usage.

### Further information

Australian Energy Market Commission

<https://www.aemc.gov.au/news-centre/media-releases/aemc-finalises-landmark-reform-accelerate-smart-meter-rollout>

Australian Energy Regulator

<https://www.aer.gov.au/publications/reports/compliance/guidance-retailers-notice-small-customers-smart-meter-installation>

Energy Consumers Australia

<https://energyconsumersaustralia.com.au/smart-meters-what-you-need-know>

Should you have any issues with your smart meter installation that you can't resolve with your provider, please contact us on 1800 665 565.