

Smart meters are a key enabler in the transition to net zero

Smart meters are foundational to a more connected, modern and efficient energy system that supports future technologies, services and innovations.

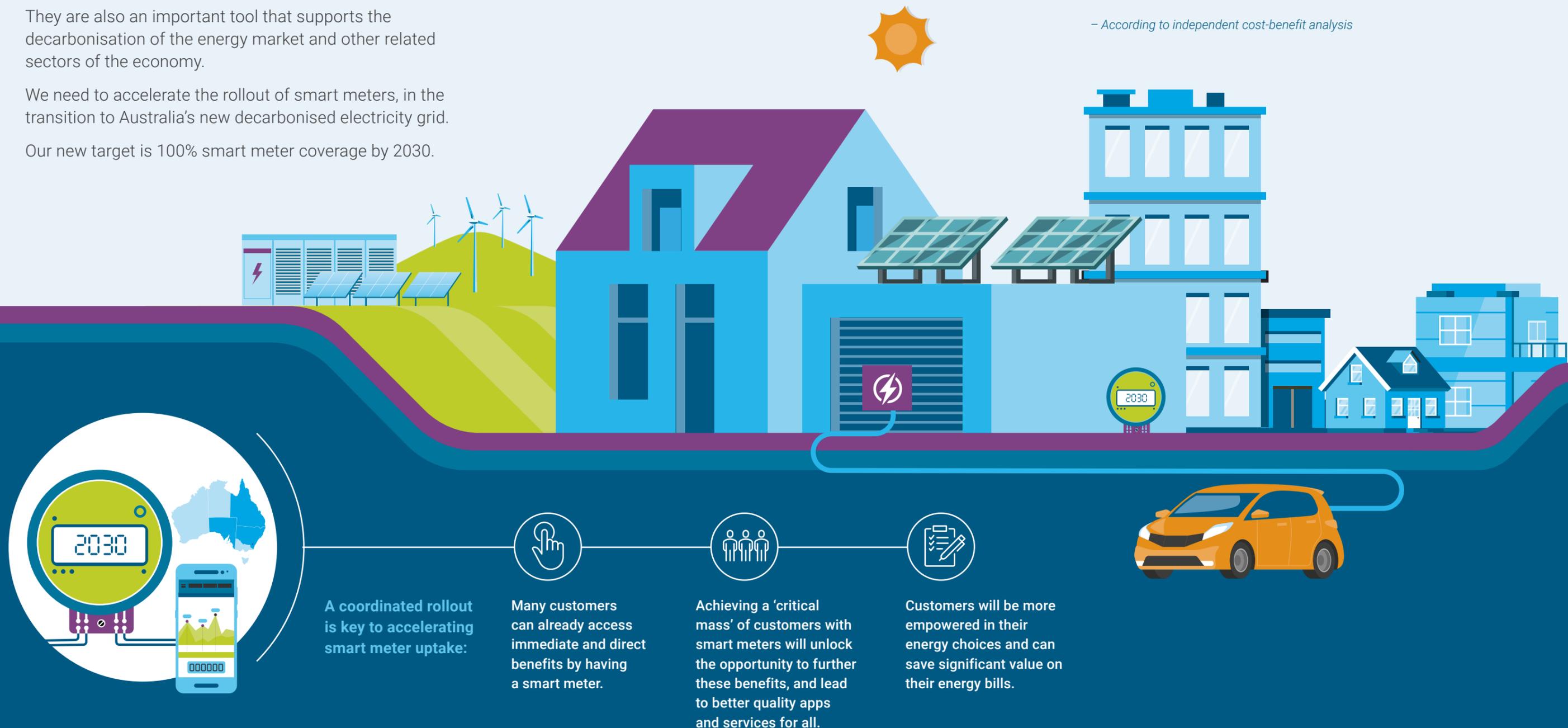
They are also an important tool that supports the decarbonisation of the energy market and other related sectors of the economy.

We need to accelerate the rollout of smart meters, in the transition to Australia's new decarbonised electricity grid.

Our new target is 100% smart meter coverage by 2030.

Accelerating the rollout of smart meters would deliver net benefits to the value of \$507 million for regions, including NSW, ACT, QLD and SA.

– According to independent cost-benefit analysis

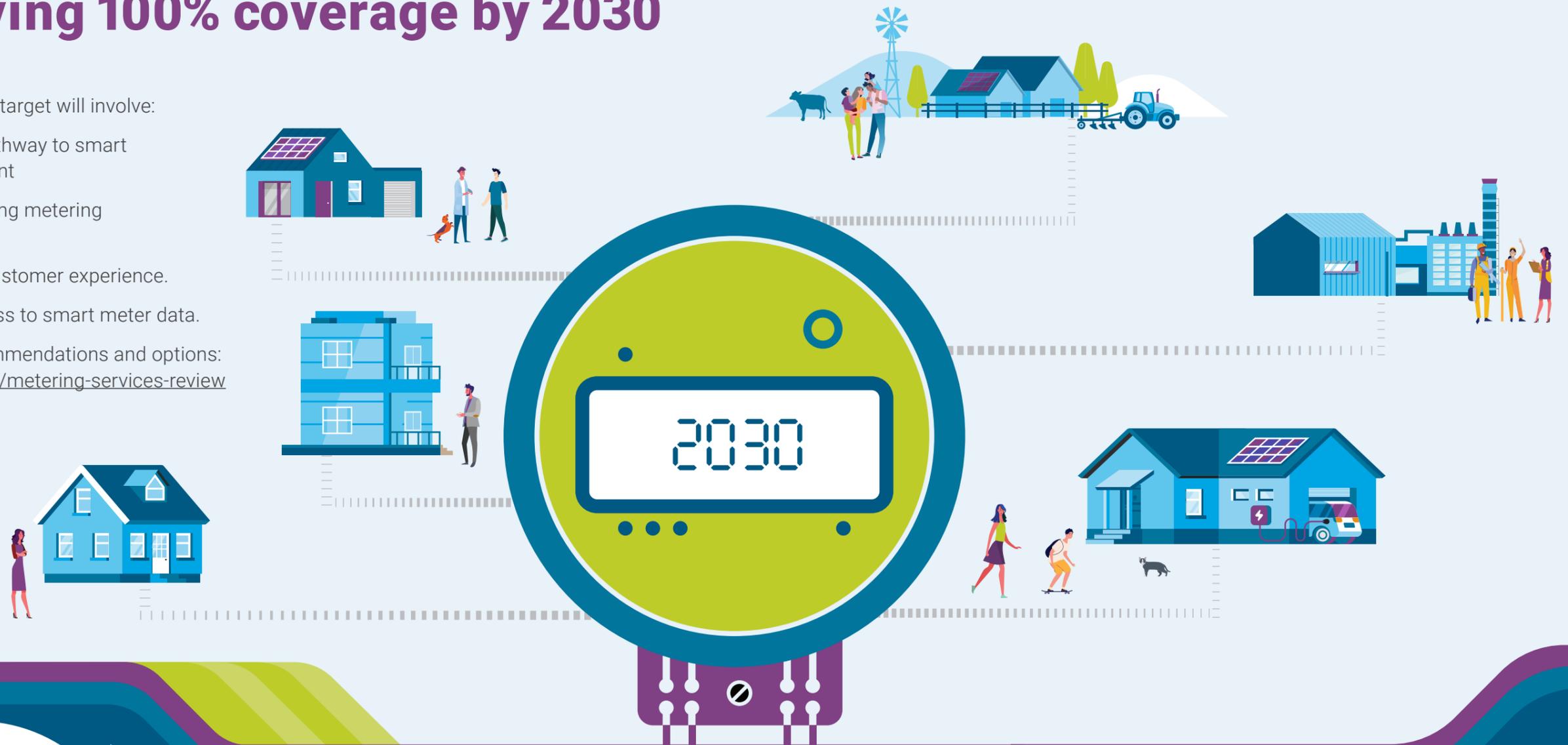


Achieving 100% coverage by 2030

Reaching the new target will involve:

- an additional pathway to smart meter deployment
- enhancing existing metering arrangements
- improving the customer experience.
- Improving access to smart meter data.

Read the 21 recommendations and options:
www.aemc.gov.au/metering-services-review



A summary of our key recommendations to achieve an accelerated rollout:



Retailers, network businesses and metering parties to work together to develop a legacy meter retirement plan and replace all meters by 2030.



Facilitate coordination between market participants and empower customers to request an upgrade.



Measures to support customers through the rollout, including greater transparency, access to quality information and safeguards.



Harnessing the opportunity for customers, network businesses and retailers to access better quality data.

What this means for energy customers

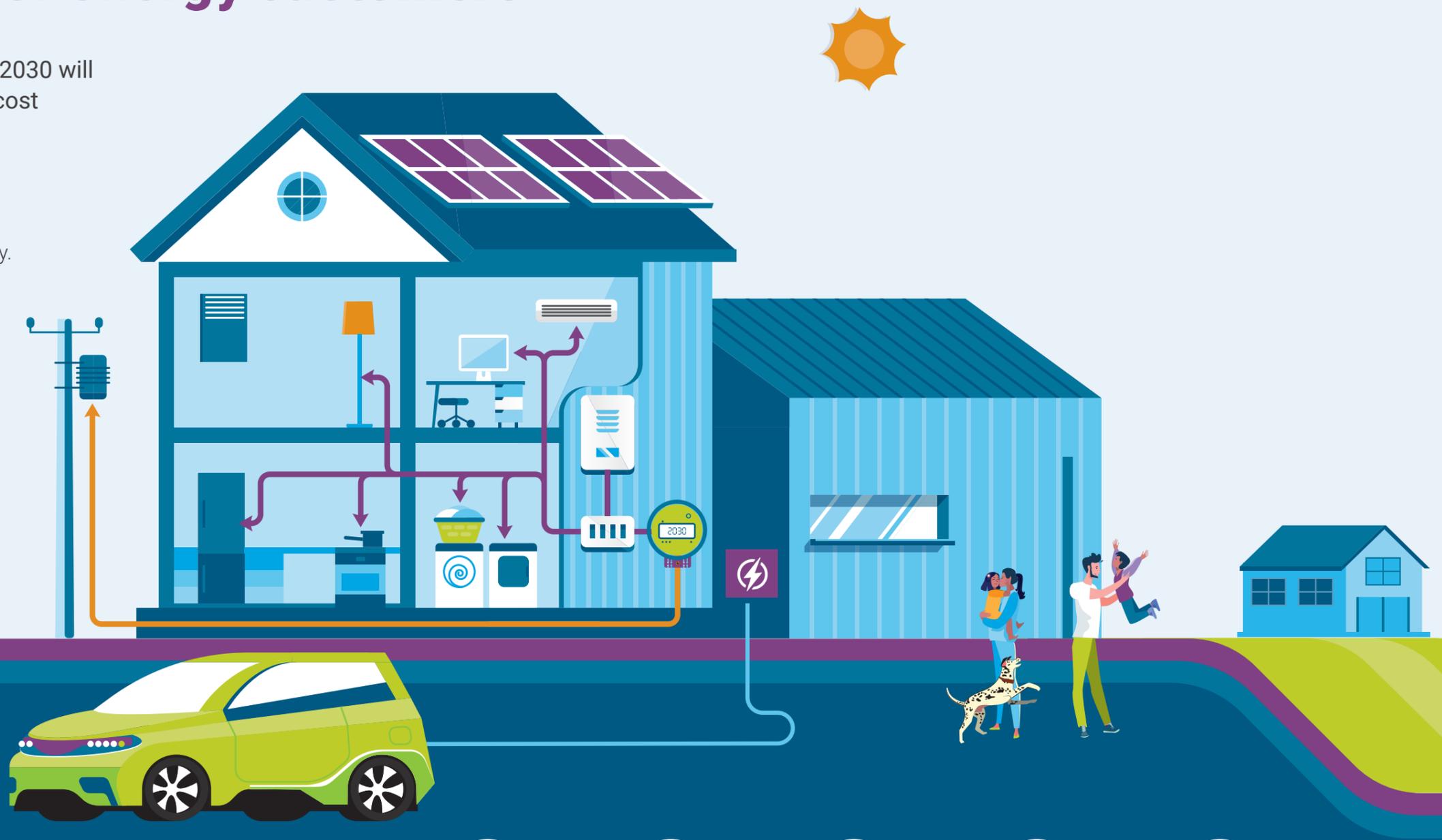
Achieving 100% uptake of smart meters by 2030 will help to unlock greater benefits – including cost savings – in the short and long-term, for all households and small businesses.

Track energy use and save – customers can access cheaper energy at the right times of the day.

Flexible pricing – customers can choose an electricity plan that best suits their lifestyle.

Remote meter readings – no more estimated bills and manual meter readings.

Faster detection of faults and power outages – smart meters can help distribution businesses quickly identify if a customer's power is out and those alerts can speed up power reconnection.



Supporting customers through the accelerated rollout of smart meters:



Better information requirements through retailer notices.



Framework empowering customers to request an upgrade, new timeframes for replacing faulty meters.



Considering ways to support vulnerable customers during smart meter installation.



Protections from unexpected costs and charges



Enabling a better offer for customer data.