



INFORMATION

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Real-time data for consumers

We are seeking stakeholder input on a framework to give all consumers access to real-time data from their smart meter

The Australian Energy Market Commission (AEMC) considers that all consumers should have access to real-time data as part of their electricity service. Real-time data refers to energy data that is recorded and provided to consumers instantaneously.

In response to a rule change request from Energy Consumers Australia (ECA), on 30 January 2025 we published a directions paper proposing a framework to enable consumer access to real-time data from smart meters.

The purpose of the directions paper is to outline and seek feedback on our proposed approach to improving real-time data access for consumers and third parties.

Access to real-time data can help achieve lower energy costs for all consumers

Access to real-time data would benefit consumers. It would help consumers to:

- gain a deeper understanding of their energy use patterns
- make more informed decisions on their energy use
- potentially save money on their electricity bills
- take advantage of innovative energy products and services to get more value from the way they use energy, including their consumer energy resources (CER).

Beyond the benefits to individual consumers, improving access to real-time data aligns with our vision for a consumer-centric, net zero energy system, as outlined in our [Strategic Narrative](#).

We consider that consumers of all kinds are pivotal to the energy transition – whether through their investment in CER or simply their decisions about when and how to use energy. Consumers' choices about energy contribute to the optimal functioning of the system, supporting lower energy costs for all. Improving access to real-time data can better inform these choices and is therefore an important piece of the puzzle in delivering our vision.

We have proposed a range of reforms to allow consumers to access real-time data through the smart meter

- **A definition of real-time data** being voltage, current and phase angle recorded every second and delivered within a second. An explicit definition would ensure that consumers have instantaneous access to real-time data and clarify the data points, how often the data is recorded, and how fast it is delivered to meet all consumer needs.
- **Retailers would be required to:**
 - offer real-time data access to all customers and explain to customers the benefits and costs of real-time data specific to the customer's needs.
 - provide real-time data to a customer upon request:
 - within 20 business days if a meter needs to be retrofitted or replaced or
 - within 10 business days if metering infrastructure does not need to be upgraded
- For 15 years, from the commencement of any rule made, consumers who want access to real-time data from smart meters may pay a once-off charge to retailers. After this 15 year period, retailers should not charge consumers for access.

- **Metering Service Providers (MSPs) would be required to provide**
 - real-time data to customers upon a retailers request. This should be included in the commercial contract between retailers and MSPs.
 - a one way stream of real-time data at a minimum, in a way that:
 - facilitates multi-party access to the data and
 - enables multiple different devices to easily and securely read real-time data.
- **The Australian Energy Regulator (AER) would be required to publish prices of** accessing real-time data for each retailer and MSP annually.

We are also seeking input on approaches that would **enable third-parties to access a customer's real-time data**, subject to the customer's consent.

Next steps

We are seeking stakeholder feedback on our directions paper. Written submissions responding to this directions paper must be lodged by **20 February 2025** via the [Commission website](#).

For information contact:

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30 January 2025