

Real-time data for consumers

We consider that all consumers should have access to real-time data from smart meters as part of their electricity service.

In response to a rule change request from Energy Consumers Australia (ECA), the Commission has made a draft determination to enable consumers and their appointed representatives to access real-time data from smart meters, from 1 January 2028.

Access to real-time data from smart meters benefits 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).

Enabling access to real-time data from smart meters would improve data availability for other parties that offer services to consumers, subject to the consumer's consent. Better access to more data can enable a more competitive and innovative market for consumer energy services, contributing to better products and services and lower costs.

Improving access to real-time data also 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.

Our draft determination outlines a framework to facilitate access to real-time data from smart meters

Under the framework:

- real-time data would be defined in the national electricity rule (NER) to create a clear and consistent understanding of real-time data
- by July 2026, the Australian Energy Market Operator (AEMO) would publish real-time data procedures that would further specify relevant standards, protocols and technical requirements. Any specifications in these procedures would:
 - support greater interoperability between third party devices and smart meters
 - create a minimum level of data protection
 - clarify any obligations in respect of real-time data.
- the minimum service specification (min specs) would be changed to require all new meters installed from 2028 to have embedded wireless and wired real-time data communications functionality. This would introduce a uniform low-cost technology to enable consumers to access real-time data.
- retailers would be required to facilitate access to real-time data by:
 - managing the relationship with customers and customer appointed representatives and
 - ensuring metering coordinators (MCs) make real-time data accessible from the smart

meter.

- retailers may not charge any customer to facilitate access, if a customer has a smart meter installed from 2028 that meets the new min specs introduced by our draft rule.
- retailers would have some powers to protect customers who may be experiencing family violence and revoke access to parties who do not have their customer's consent to access real-time data.
- MCs would be required to facilitate access to real-time data in accordance with a retailer's request and any requirements specified in AEMO's real-time data procedures. Specifically, MCs would be required to ensure that devices can pull real-time data from the smart meter. MCs, would not be responsible for delivering real-time data to any device.
- MCs would be required to implement appropriate protections to protect data from unauthorised access.

This draft approach would deliver higher net benefits than other approaches

Our draft rule would achieve universal access to real-time data for all consumers, at no charge, whilst imposing materially lower cost than rule change request proposal.

Whilst changing the min specs would impose slightly higher costs than our directions paper approach, we consider that changing the min specs would increase benefits by encouraging more consumers to access real-time data from smart meters, sooner.

Next steps

Table 1: Key milestones

MILESTONE	DATE
Online forum	Thursday 2 October To register please follow the link on our project page .
Submissions close	Thursday 23 October Written submissions must be lodged via the Commission website .
Final determination published	Thursday 4 December

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11 September 2025