

21 October 2025

Ms Anna Collyer
Chair
Australian Energy Market Commission
Sydney South NSW 1235

By online submission: ERC0399

Dear Ms Collyer

AEMO Response to AEMC Draft Determination on *Real-Time Data for Consumers*

AEMO welcomes the opportunity to provide feedback on the Australian Energy Market Commission's (AEMC's) Draft Determination and Draft Rule for *Real-Time Data for Consumers*, published on 11 September 2025.

AEMO acknowledges the AEMC's extensive engagement with stakeholders and notes that the Draft Rule reflects many of the issues raised in earlier submissions, including:

- the establishment of an accreditation framework for a new role,
- the focus on cyber security requirements; and
- the recognition that real-time data access should not interfere with the primary purpose of metering installations.

AEMO Obligations and Implementation Timelines

The Draft Rule places new obligations on AEMO, including requirements to:

- Publish **Real-Time Data Procedures** by **1 July 2026** in accordance with the Rules consultation procedures; and
- Publish **Accreditation Guidelines** under new NER clause 7.4.5(b) by **1 November 2026**.

AEMO has prepared a draft High Level Implementation Assessment (HLIA)¹ to test the viability of these timelines. The HLIA's findings indicate that the current publication dates do not provide sufficient time for effective pre-consultation, formal consultation, and the development of complex technical frameworks to support the implementation of the real-time data initiative.

Drawing on recent experience with the Basic Power Quality Data Procedures, which present similar technical and procedural complexity, AEMO is concerned that the compressed schedule poses risks of inadequate design, limited stakeholder engagement, and insufficient participant preparation.

To address these risks, AEMO proposes the following revised sequence:

- **Real-Time Data Procedures** to be published by **30 November 2026**, enabling system development to commence immediately thereafter; and

¹ <https://www.aemo.com.au/initiatives/major-programs/nem-reform-program/nem-reform-program-initiatives/real-time-data>

- **Accreditation Guidelines** to be published by **1 May 2027**, following consultation on and alignment with the Real-Time Data Procedures.

This sequencing would provide adequate opportunity for stakeholder engagement and ensure both instruments are settled well ahead of framework commencement.

Commencement Timing

The Draft Rule proposes commencement on 1 January 2028. AEMO notes that participant and market system changes are typically aligned to May and November release cycles. Commencement outside these cycles – particularly in January, where system change-freezes are implemented to ensure that systems can be dedicated to support the resolution of emergency events over the summer period – creates unnecessary risk.

Whilst sufficient time must be allowed for AEMO's procedure development and systems updates, these activities are not expected to be the primary constraint on implementation. The more material determinant of readiness will be participants' ability to respond to, integrate, and test AEMO's deliverables once published, in addition to their own process changes and procurement of real-time data compliant metering equipment. Accordingly, commencement timing will need to account for broader industry readiness and interdependencies, not only AEMO's procedural and system development milestones.

AEMO therefore recommends that:

- Where commencement depends on market systems changes, timing should align with AEMO's biannual release cycles (May and November);
- Where commencement is not system-dependent, seasonal holidays and industry change-freeze periods (e.g. 1 January) should be avoided; and
- A phased or staggered commencement may be appropriate to reflect readiness across different framework components and participant response times, for example:
 - **Metering installation capability**, defined within the Real-Time Data Procedures and related system changes, could progress independently of accreditation and data-access enablement, with meters deployed having latent capability to provide real-time data and identified as such in market systems; and
 - **Full operational commencement** could occur once the accreditation and data access frameworks are in place, allowing participants sufficient time to complete integration, accreditation, and testing.

This approach assures that commencement reflects whole-of-industry readiness and supports an orderly transition without compromising market or consumer outcomes.

Role Definition

The proposed new accredited role title "real-time data authorised recipient", as introduced in the Draft Rule and NERR, is narrowly framed around access to and use of real-time data only. Given the potential for the dataset made available to authorised parties to expand over time, AEMO considers that a broader role definition would provide greater long-term value and flexibility.

AEMO therefore suggests that the proposed new AEMO-accredited role be titled "Accredited Authorised Data Recipient", allowing for future expansion to other forms of consumer energy data if introduced through subsequent rule changes. This approach would avoid the need for repeated structural amendments to the NER and NERR to establish new role types, and would promote consistency with other accredited roles, such

as that afforded to Metering Data Providers, which may operate across one or more areas of metering data provision, including as that expands over time.

Access to Real-Time Data

The Draft NERR currently provides for AEMO to have access to real-time data under clause 59(2)(b), but only where consent has been received from the small customer. This is impractical, as AEMO requires access to real-time data for the purpose of conducting accreditation, monitoring and auditing responsibilities under the Draft Rule.

To address this, AEMO proposes that the AEMC make amendments to NER 7.15.5 to provide AEMO with explicit access rights to real-time data, consistent with the approach recently introduced for Basic Power Quality Data. This would provide the necessary foundation for AEMO to conduct accreditation and oversight responsibilities effectively.

AEMO further suggests that the same access provision should be extended to the AER and jurisdictional regulators, who are also listed in the Draft NERR at clause 59D(2)(b), to enable them to undertake their regulatory and compliance functions without unnecessary reliance on consumer consent processes.

Type 4A Metering Installations

AEMO seeks clarification on whether the AEMC intends that consumers with a type 4A metering installation should be able to receive real-time data.

Currently, draft NER 7.15.7 (Access to and security controls for real-time data) applies only to *small customer metering installations* as defined in Chapter 10 of the NER. A type 4A metering installation is not itself a *small customer metering installation* under Chapter 10 – it is a distinct category permitted under clause NER 7.8.4.

On this basis, it is unclear whether real-time data activation requirements are intended to extend to type 4A metering installations. While the Draft Rule requires that type 4A metering installations must be capable of providing real-time data, the lack of remote communications is likely to make enablement and disablement of real-time data impractical, or costly if multiple visits to the customer's premises are required.

If delivery mechanisms are intended to include type 4A metering installations, adjustment to NER 7.15.7 may be necessary to clarify intent and applicability.

Application of NER Chapter 8 Dispute Resolution Provisions

The Draft Rule introduces a new accredited role, but it is not clear whether this role is intended to have access to the dispute resolution framework in the NER Chapter 8. NER 8.2.1(a1) specifies the parties that are considered Registered Participants for the purposes of that framework, and while it includes other accredited entities such as Metering Providers and Embedded Network Managers, it does not extend to the proposed new role.

Given that disputes may arise between authorised recipients, retailers, and Metering Coordinators in relation to access to, or use of, real-time data, it would be appropriate for the AEMC to consider expressly including the new accredited role within NER 8.2.1(a1).

Meter Seals

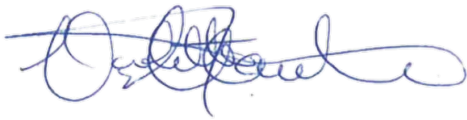
Finally, AEMO seeks further clarification on the scope of responsibilities for the new accredited role, particularly in relation to activities involving metering installation seals, which are currently managed by Metering Providers. Clear delineation of responsibilities will be essential to ensure safe and compliant operation of metering installations- specifically, does the AEMC intend for the new accredited role to have the

removal and replacement of metering seals within its scope, or will this be reserved for Metering Providers only – should removal of seals be a necessary task in the provision of real-time data access?

AEMO looks forward to continuing its collaboration with the AEMC and other stakeholders to ensure that the final rule supports access to real-time data while maintaining the integrity, security and reliability of existing metering and market frameworks.

Should you wish to discuss any of the matters raised in this submission, please contact Hannah Heath, Group Manager – Strategic Market Reform, at hannah.heath@aemo.com.au.

Yours sincerely,



Violette Mouchaileh
Executive General Manager – Policy & Corporate Affairs