

Supporting compliance with meter maintenance obligations

The Australian Energy Market Commission (AEMC) has published a consultation paper in response to four rule change requests that propose changes to the arrangements for metering testing and inspection, as well as for repairing malfunctions.

Submissions to the consultation paper are due on **15 January 2026**.

We are seeking feedback on four rule change requests

The Australian Energy Market Commission (AEMC) has received four rule change requests:

- **Changes to the meter testing framework for large customers** submitted by Yurika Metering on 2 June 2025.
- **Compliance with metering testing requirements** submitted by PLUS ES on 15 July 2025.
- **Improving the metering installation maintenance framework** submitted by Intellihub on 10 October 2025.
- **Supporting metering compliance** submitted by AEMO on 22 September 2025.

Given the interactions with these rule change requests, we have consolidated them into a single rule change process - *Supporting compliance with meter maintenance obligations* (RRC0070 and ERC0419).

We are seeking your feedback on whether the changes proposed in the rule change requests would promote the long term interests of consumers.

The rule change requests consider that it is challenging for metering coordinators (MCs) to meet their testing and inspection obligations

The rule change requests consider that, in some circumstances, a lack of support from retailers and large customers makes it challenging for the MCs to meet their testing and inspection requirements under the existing rules. For example, a lack of support would make it challenging to:

- access the metering installation
- arrange activities for meter testing, including supply interruptions.

These challenges risk MCs being non-compliant with their testing and inspection requirements under the rules.

Yurika and Intellihub also raise that MCs cannot easily access previous testing certificates, which means MCs would be required to retest a meter that may have already been tested, resulting in:

- higher costs of meeting testing and inspection requirements
- poorer customer experiences.

Intellihub also considers that MCs are unable to repair malfunctions within the timeframes specified in AEMO's Exemption procedure

Where an MC is notified of a metering installation malfunction, the MC is required to repair it within the timeframe specified in the NER. MCs may apply to AEMO to request additional time to repair the malfunction.

Intellihub considers that MCs would not be able to repair malfunctions even with the extended timeframe in circumstances that are outside MCs' control. For example, if there is a defect at a small customer's metering installation.

We seek your views on proposals from Yurika, PLUS ES, Intellihub and AEMO to improve MCs' metering compliance

The rule change requests propose different rule changes to support MCs in complying with obligations relating to testing and inspection, and repairing malfunctions for large customers:

- Yurika proposes allowing retailers to disconnect a large customer's premises for non-compliant metering.
- PLUS ES proposes requiring testing and inspection obligations to be included in commercial agreements.
- Intellihub proposes requiring retailers to inform large customers that MCs are required to test and inspect metering installations.
- AEMO proposes changing how Unaccounted for Energy (UFE) is allocated among retailers.

We consider that these proposed solutions are not mutually exclusive.

To improve the malfunction framework, Intellihub also proposes the rules to require AEMO to consider additional circumstances where MCs need more time to repair malfunctions.

Submissions are due by 15 January 2026

Written submissions responding to this consultation paper must be lodged with the Commission by 15 January 2026 via the Commission's website, www.aemc.gov.au.



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4 December 2025