



Submission to the AEMC's draft determination on Supporting compliance with meter maintenance obligations

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Intellihub Australia Pty Ltd
Level 14, 570 George Street
Sydney, NSW 2000 Australia
www.intellihub.com.au

Intellihub welcomes the opportunity to provide feedback on the AEMC's draft determination on Supporting compliance with meter maintenance obligations.

Intellihub is an Australian and New Zealand based digital energy management specialist that is simplifying the transition to sustainable energy through our holistic ecosystem of smart devices and services. We deliver innovative metering, data and behind-the-meter solutions that maximise digital and new energy services. We are an experienced and leading provider of multi-utility services across electricity and water networks for residential, commercial and industrial, embedded network and solar metering customers. We specialise in asset management, installation, financing, and the day-to-day operations of smart meters, managing more than 3 million advanced smart meters.

Intellihub is registered as a Metering Coordinator (MC), Metering Provider (MP) and Metering Data Provider (MDP) in the Australian National Electricity Market (NEM) and operates under participant names of Action, Acumen, Intellihub, Powermetric and Spotless.

We support the draft determination's approach

As one of the proponents of this rule change request we appreciate the AEMC's support and engagement to better understand the importance of meter maintenance along with the challenges and nuance in complying with meter maintenance obligations. The AEMC has proposed an alternative approach which includes:

- introducing an obligation on the person who appointed the MC (generally, retailers or large customers) to support MCs in meeting their meter maintenance obligations
- expanding the exemption framework for meter malfunctions and introduce an exemption framework for testing and inspections to allow MCs greater flexibility to manage situations where a metering installation is not accessible, safe or ready
- introducing an obligation for previous MCs to share the most recent test certificate, where available, with the new MC at a metering installation.
- introducing a new industry process for managing defects that impacts on the MC's ability to perform meter maintenance

The AEMC has proposed these changes become effective from 1 April 2027.

We largely support the draft determination's approach and believe it will help meter maintenance to be completed effectively and in a timely manner. We note this approach is dependent on retailers and large customers constructively supporting MCs, therefore we agree that the proposed civil penalty provision is appropriate.

Our submission will primarily focus on drafting, implementation and improvement considerations.

We suggest clarifications and improvements to the draft rules

Clause 7.6.2A (obligations on parties who appointed the MC)

We understand the AEMC's intent is to apply the tier 2 civil penalty provision on all large customers, even if they are not a registered participant. To avoid any doubt, we suggest this be made clear in the final rule and final determination.

We believe the current wording creates a gap or unintended outcomes regarding who appointed the MC. For example, a retailer (Retailer A) may become the FRMP and appoint an MC, and later another retailer (Retailer B) becomes the FRMP for the NMI but does not enter into a contractual agreement with the MC. In this scenario, even when Retailer A is no longer the FRMP, Retailer A may still be considered responsible under clause 7.6.2A. We understand this was not the intent and suggest this clause be reworded so that the FRMP is always responsible under clause 7.6.2A unless the large customer appointed the MC.

In addition, we believe the current wording creates another gap or unintended outcomes regarding the scope of the large customer's responsibility. For example, a retailer may appoint the MC for a large customer site therefore, the retailer is responsible under clause 7.6.2A and is subject to the civil penalty provision. Notably, in this scenario the large customer is not subject to the civil penalty provision even though the large customer may refuse to provide reasonable assistance or cooperation. We suggest this clause be reworded to always obligate the large customer to provide reasonable assistance and cooperation, and be subject to the civil penalty provision, even if the large customer did not appoint the MC. This obligation should be in addition to the retailer's obligation to provide reasonable assistance or cooperation.

Clauses 7.8.10 and 7.9.1 (exemption process)

The AEMC is giving AEMO discretion on granting, varying and revoking an exemption. Whilst we agree this is the most practical approach given each exemption request is to be considered on a case-by-case basis, we also believe the principles AEMO must consider should be defined in the rules. We agree with the AEMC that '... MCs should not be penalised for non-compliance due to circumstances beyond their control'¹ and suggest the principles be defined so that the MC is afforded an exemption, or an extension, if the MC can demonstrate they are taking reasonable efforts to meet their obligations, and that AEMO must not withhold or revoke an exemption for matters outside of the MC's control.

We understand that AEMO may be concerned with the additional administrative work this may cause therefore, we wish to suggest an alternative, called the exception approach. Under this approach, instead of the MC having to request an exemption from AEMO, the MC is required to keep detailed records of the efforts it has taken to meet its obligations. AEMO can then audit this in the annual MC audit (or when requested by AEMO) and either issue a warning letter or a declaration of non-compliance if the MC does not provide sufficient evidence they are taking reasonable efforts to meet their obligations.

In addition, we believe the proposed civil penalty provision under clause 7.9.1(p)(2) has no effect

¹ page 34, AEMC draft determination on Supporting compliance with meter maintenance obligations

and therefore is not required. This is because as part of AEMO's exemption process AEMO will not accept an exemption request unless a rectification plan is provided at the time of making the request.

Clause 7.9A (defect process)

The new defect process is not aligned with the defect process that became effective on 1 December 2025 under the Accelerating smart meter deployment. This will result in two similar but different industry processes for defects, which we believe is inefficient because industry will have to design and implement a new process when the existing process could be used. We suggest the new defect process be aligned to the existing defect process by updating clause 7.9A to reference clause 59AAA of the NERR, and updating clause 59AAA so it applies to both small and large customers and for meter maintenance scenarios.

Effective start date

If the AEMC does not align the new defect process with the existing defect process, then we believe a commencement date of 1 April 2027 for this part of the rule is not achievable for industry to design, test and implement the new process, and we would suggest December 2027 at the earliest.

Also, we believe there is no reason for delaying the obligation for previous MCs to share the most recent test certificate and we would suggest this part of the rule starts a week after the publication of the final rule.

We would be happy to provide more detail on matters raised in this submission. If you have any questions, please contact Dino Ou, Industry Development Lead, on dino.ou@intellihub.com.au or 02 8303 4033.

Regards,



Sajeeva Perera
General Manager Legal, Regulatory Affairs and Risk
Intellihub