



Media Release

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Smart meter real-time data decision a win for consumers, ECA says

Energy Consumers Australia is delighted that its advocacy for consumers has been recognised by the Australian Energy Market Commission's (AEMC) final determination on real-time data for smart meters.

The AEMC's final determination confirms that, from 30 November 2028, all new smart meters installed across Australia will be able to wirelessly communicate real-time data. Customers with these meters can request their retailer to facilitate access to real-time data, free of charge.

The new rules will help consumers use real-time data to understand how they use electricity, manage their consumption and take advantage of innovative energy products and services. Providers of consumer energy resources (CER) will be able to access real-time data directly from the smart meter to monitor and control devices such as solar and batteries. This will only become more important as we move toward a high-CER future, where consumers make a significant contribution to meeting our energy needs.

"We welcome the AEMC bringing the implementation date forward from the original proposed 2040 start, as we had argued for," Energy Consumers Australia General Manager, Policy and Advocacy, Brian Spak said. "The initial direction would have meant retailers could charge consumers for access to real-time data until 2040.

"Providing consumers access to their real-time data is a critical step toward building trust in the rollout of smart meters, helping to deliver the energy transition and supporting consumers in potentially lowering their electricity costs."

Energy Consumers Australia's latest [Consumer Energy Report Card](#) shows 42% of consumers already have or are interested in purchasing technology that allows them to track how much energy they use in real-time. Interest and need for these types of technologies is likely to grow.

"Our research has found that consumers want information that could be provided via access to real-time data, which can help them better understand their energy use and identify easy ways to save on their bills," Mr Spak said.

"We look forward to seeing what innovative products retailers and other providers develop to support consumers to take advantage of real-time data."

[Energy Consumers Australia's dedicated smart meter page](#) has comprehensive information for consumers, including how smart meter technology works and how best consumers can utilise them.

For interview requests or more information, contact Stuart Turner on 0415 403 208 or email media@energyconsumersaustralia.com.au

About Energy Consumers Australia

[Energy Consumers Australia](#) is the independent, national voice for residential and small business energy consumers. We enable residential and small business energy consumers to have their voices heard.