



30 June 2025

Bec Jolly
Director, Energy Equity
The Energy Charter

Submitted via email: Bec.Jolly@theenergycharter.com.au

Dear Bec,

Draft Smart Meter Customer Code

Thank you for the opportunity to comment on the Draft Smart Meter Customer Code consultation.

The comments contained in this submission reflect the views of the Energy and Water Ombudsman Queensland (EWOQ), Energy and Water Ombudsman NSW (EWON) and Energy and Water Ombudsman South Australia (EWOSA). We are the industry-based external dispute resolution schemes for the energy and water industries in Queensland, New South Wales and South Australia.

We have collectively reviewed the Draft Code and welcome its development. We acknowledge this draft Customer Code has been co-designed through the collaboration of consumer representatives including EWO scheme representation, energy retailers, energy distributors and metering providers and is supported by the Energy Charter.

We note the Australian Energy Market Commission (AEMC) is aiming for 100 per cent adoption of smart meters across the National Electricity Market by 2030. Therefore, we welcome the proactive measures taken in developing the Code intended to provide a clear, customer-focused framework for industry that ensures clarity, support, and seamless interactions across the energy supply chain.

We support the commitments to improve the customer experience, communication and collaboration across all parties to the process, accountability and community engagement. We also support draft Code's focus on the need for a clear, effective and accessible dispute resolution processes to resolve your complaint.

However, we are concerned that the Code will be voluntary and not supported by legislation. However, the draft code is a step forward in uplifting by the industry, expectations in relation to conduct and behavior and consumer protections - critical as the industry embarks on this significant infrastructure replacement project.

A strengthened External Dispute Resolution (EDR) framework would not only protect consumers, but also build trust, accountability and confidence in the energy transition. Consumer protections could be further strengthened by extending a comprehensive EDR jurisdiction to include electricity metering services and our schemes will continue to advocate for this change at a national and state level.

If you require any further information regarding our submission, please contact Mr Jeremy Inglis, Manager Policy and Research (EWOQ) on 07 3212 0630, Dr Rory Campbell, Manager Policy and Systemic Issues (EWON) on 02 8218 5266, or Mr Antony Clarke, Policy and Governance Manager (EWOSA) on 08 8216 1861.

Yours sincerely



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