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Mr Rob Fairs MP
Liberal Member for Bass
Via Clerk of the House of Assembly
Email: laura.ross@parliament.tas.gov.au

Dear Mr Fairs

Thank you for raising your question in Parliament on 1 April 2025 on behalf of your constituent regarding the rationale for, benefits of, and progress on Aurora's roll-out of advanced meters.

The Tasmanian Government is focused on improving energy services to all Tasmanians, and it is our expectation that our government energy business prioritise delivering streamlined and forward-focused products to Tasmanian consumers. This includes a Tasmanian Government commitment that every Tasmanian home and business will have an advanced meter by the end of 2026.

There are numerous benefits for consumers in having an advanced energy meter, the largest of which is greater visibility over their electricity consumption. This includes not only total accumulated consumption, but also the time of day when consumption is at its highest. Advanced meters also allow Tasmanians to access additional products, including aurora+, which allows daily energy monitoring at hourly granularity, monthly bill options, and the ability to track solar export levels for those customers with rooftop solar systems.

Improved understanding of their own power consumption empowers customers to make informed choices about energy consumption or retail offerings, which can help reduce energy costs. Additionally, greater visibility over their energy consumption reduces the risk of bill shock, allowing consumers to better budget for any changing energy costs or consumption patterns.

The installation of advanced meters also increases operational efficiency for our energy businesses. Since the rollout of advanced meters began, Aurora Energy has seen a reduction in estimated meter reads and a reduction in related billing complaints. Advanced meters have in-built communications ability, and the data is downloaded automatically, thereby removing the cost of meter reading. As the costs of manual meter reading are recovered from consumers, increased penetration rates of advanced meters will assist in lowered costs to consumers over the long term.

As mentioned, Aurora Energy is upgrading properties to advanced meters in line with the Tasmanian Government commitment to complete the rollout of advanced meters for Tasmanian consumers by the end of 2026. Under the National Electricity Law, all states in the National Electricity Market (NEM) are required to complete replacement of standard meters with advanced meters at all residential and business premises by 2030. Our government has committed to a more ambitious target in order to ensure the benefits of advanced meters are delivered to consumers sooner.

I am pleased to note that 85% of the total Tasmanian customer base have now received advanced meters since the new metering arrangements came into place nearly five years ago. This puts us on track to reach our goal of 100% rollout by 2026, well ahead of the national target of 100% rollout by 2030.

Advanced energy meters provide numerous benefits to consumers and assist in operational efficiency for energy businesses. These improvements, both at business and individual level, will assist in keeping Tasmanian energy costs among the lowest in the nation.

Energy affordability is a key priority for our government, and I thank you for raising this constituent's question with me. Should your constituent have any further questions regarding this matter, they are welcome to contact my office.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nick Duigan', with a stylized flourish at the end.

Hon Nick Duigan MLC
Minister Energy and Renewables

7 April 2025