

**Question on Notice  
No. 891  
Asked on Tuesday, 20 August 2024**

**MR N DAMETTO** ASKED MINISTER FOR ENERGY AND CLEAN ECONOMY JOBS  
(HON M DE BRENNI)

With reference to the current cost of living crisis, Queenslanders are making efforts to reduce their electricity usage. However, with the rollout of new smart meters, Ergon Energy customers are no longer provided with a start and end meter reading for each tariff on their printed electricity account. This leaves customers who do not have online access, without clear evidence of their actual consumption—

Will the Minister take the necessary steps to ensure that all printed electricity accounts in Queensland provide start and end meter readings?

**ANSWER**

Older style accumulation meters have “start” and “end” meter read dates, which are set by the dates the customer’s meter was physically read, which is typically on a quarterly basis. Smart meters, however, remotely undertake meter reads at five-minute intervals, with the usage data provided to the metering data provider daily. As such, there is no “start” or “end” meter read date for customers with a smart meter, as there are no physical meter reads occurring.

Energy Queensland has advised that Ergon Retail’s electricity billing practices are consistent with the Australian Energy Regulator’s Better Bills Guideline and align with the broader industry approach.

For the purposes of identifying or verifying a customer’s electricity consumption, smart meters provide the same information as older style meters, including the day count of the relevant billing period and respective consumption amounts. Ergon Retail provides an online portal that customers can access to view consumption and solar exports, compare tariffs, set up alerts for consumption limits and find useful tips for managing individual usage.

Of course, it is understood that not everyone has online access. To ensure equitable access to information we have put in place a system whereby customers may contact Ergon Retail directly to request a physical copy of their consumption history be mailed to their premises.

Alternately, the customer can view their most up to date information through the built-in digital display located on the smart meter. Again, recognising varying capabilities, from September 2024, as part of the smart meter deployment process, Ergon Retail customers will receive more information, including how to use the digital display and access usage individual data.