

EMAIL

The Fuse - December 2025



The Fuse



An industry update

Welcome to the December 2025 edition of The Fuse

With summer only just beginning and the Christmas rush kicking off, the industry is already running at full speed. This edition brings you updates on the consolidated Portal and smart meter roll-out, enhanced customer communications, an updated handbook, and the DSO Challenge. Let's dive into what's new.

In this edition

- Consolidated Portal update and smart meter roll-out
- Enhanced customer communications for NSPs
- The DSO Challenge
- Retailer and Metering Service Provider Handbook updated.

If you have any questions or feedback, please contact the Industry Enquiries team on 13 12 61 or email industryenquiries@sapowernetworks.com.au



Portal updates continue, and the smart meter roll-out begins

New Service Provision (NSP) is now live in the Portal and is being actively used across the industry to manage new electricity connection requests. Early feedback shows the streamlined application process and clearer visibility of progress are helping users stay informed throughout the job. We're continuing to refine the experience based on the feedback shared so far, including updates to the notifications sent during each stage of the process.

From 1 December, the national smart meter rollout begins. Under the AEMC program, electricity retailers are responsible for replacing legacy meters with smart meters, and they will be the first point of contact for customer questions. You can read more on our [smart meter roll-out page](#).

If you would like to know more about any of the above, check out the latest Industry News.

[Read more](#)



Enhanced customer communication for New Service Provisions

As part of our ongoing improvements to the customer experience, we're introducing new email and SMS notifications for customers requesting a New Service Provision (NSP).

[Read more](#)



The DSO challenge: Making South Australia's energy future fair and affordable

In a recent podcast, SA Power Networks CEO Andrew Bills and Senior Manager Enterprise Innovation James Brown, discussed how the role of the electricity distributor is evolving

from Distribution Network Service Provider (DNSP) to Distribution System Operator (DSO).

We share five short highlights from the discussion, where they break down the biggest challenges and opportunities of the DSO shift.

[Read more](#)



Retailer and Metering Services Provider Handbook updated

The handbook has been updated with two notable inclusions containing info about:

- The Legacy Meter Replacement Program (LMRP).
- Upcoming changes to REX, as this platform will be replaced by the new Portal.

[Download the updated handbook](#)

Read more industry news

Need help?

For Flexible Exports: Have you tried contacting your equipment manufacturer? These industry professionals are best placed to work through most situations. If you are still unsure, reach out to the Industry Enquiries team by email at industryenquiries@sapowernetworks.com.au at or **call 13 12 61**.

For DERC, EV Chargers, and other CER queries: Reach out to the Industry Enquiries team by email at industryenquiries@sapowernetworks.com.au or **call 13 12 61**.

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