



COAG
Energy Council

Senior Committee
of Officials

Mr John Pierce AO
Chair
Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Ms Audrey Zibelman
CEO
Australian Energy Market Operator
GPO Box 2008
Melbourne VIC 3001

Dear Mr ~~Pierce~~ and Ms ~~Zibelman~~

As you are aware on 10 August 2018, the COAG Energy Council considered its initial response to the Australian Competition and Consumer Commission (ACCC) final report to its Retail Electricity Pricing Inquiry (released 10 July 2018). Council agreed to progress an initial set of recommendations that imply changes to the National Energy Laws and/or rules.

This letter seeks your advice on implementation options for two recommendations associated with customer switching. I understand the content of this letter has been discussed with your officers.

Accordingly, can I ask that the AEMC, in conjunction with AEMO, provide coordinated advice by Monday, 3 December 2018 on recommendations to:

- Shorten timeframes for retailer notification of customer transfer to reduce saves (Recommendation 8)
- Speed up customer transfers by retailers (Recommendation 9)

Delivering lowering electricity prices is a key goal for the Council. It is taking the ACCC recommendations seriously and recommendations 8 and 9 are an important part of its plan. The Council also wants to help customers engage better with the market. More informed customers can make choices that hold electricity companies to account.

The AEMC's and AEMO's advice should consider and address the impact of these recommendations on related retail market reforms currently underway or under consideration, including interactions with reforms to AEMO's Market Settlement and Transfer Solution Procedures to enable the rollout of competitive metering.

Recommendation 31 on the Consumer Data Right in the energy sector is also related to this work. The proposal by the COAG Energy Council for AEMO to be the gateway for energy data requests under the Consumer Data Right would support Recommendation 8 as the losing retailer would not be made aware every time a consumer requests access to their data. The potential implications of the Consumer Data Right need to be considered as part of this advice.

I look forward to receiving the coordinated advice, including recommendations for further work including any pertinent rule change proposals, for consideration by Ministers at the December 2018 COAG Energy Council Meeting.

If your staff have any questions, James O'Toole is the appropriate contact. He can be contacted on James.O'Toole@environment.gov.au or (02) 6275 9023.

Yours sincerely



Mr Rob Heferen

Chair

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19/ October 18