

Our ref: 0743-1608241381-300

26 October 2021

Ms Alisa Toomey
Australian Energy Market Commission
GPO Box 2603,
Sydney NSW 2000

Dear Ms Toomey

Submission – Direction Paper - Review of the Regulatory Framework for Metering Services

Thank you for the opportunity to make a submission on the Direction Paper for Review of the Regulatory Framework for Metering Services (the **Paper**).

Background to EWOQ

The Energy and Water Ombudsman Queensland (**EWOQ**) provides a free, fair and independent dispute resolution service for small electricity and gas customers across Queensland and water customers in South East Queensland who are unable to resolve a dispute with their supplier.

This submission is based on our experience as an external dispute resolution scheme dealing with residential and small business energy customer complaints in Queensland.

Feedback on the Paper

EWOQ supports the Paper, in particular the emphases on issues affecting consumers, such as delays in receiving metering data (and complexities in that data), confusion as to who is the responsible party for resolving a metering issue, and delays in installing new requested meters. We hope that the identification of these issues and the directions put forward by the Paper will contribute towards a higher uptake in smart meter installations, particularly in Queensland where adoption rates are notably low.

EWOQ notes the opportunity it was afforded to provide both a submission on the Paper itself and data on metering disputes and recurring issues in advance of the Paper. We note the references to our and other Ombudsmen's submissions in the Paper itself and thank you for your consideration of our points.

If you require any further information regarding our submission, please contact Ms Lyndal Bubke, Principal Policy Officer on 07 3087 9423 or lyndal.bubke@ewoq.com.au.

Yours sincerely



Jane Pires

Energy and Water Ombudsman