



28 October 2021

Alisa Toomey
Senior Advisor
Australian Energy Market Commission

Dear Alisa,

ReAmped Energy welcomes the opportunity to comment on the Review Regulatory Framework for Metering Services consultation and commends the AEMC on the significant amount of research and consultation done to this point.

ReAmped Energy supports an increased rate of smart meter rollout and recognises there are considerable benefits for both consumers, by way of reduced incidence of bill shock, and for energy industry participants alike. However, we are concerned that, despite the significant amount of work undertaken on this topic the specific concerns of customers have not been addressed in the consultation paper and there remain significant barriers to smart meter adoption.

Introducing a backstop date, such as in Victoria, or asset age restriction would assist in providing a trigger and allow for greater planning and a more cohesive rollout of smart meters. However, our view is that these measures alone do not go far enough. Without a compelling benefits case many customers will opt out of smart meter upgrades. The current situation is that retailers are unable to provide specific answers regarding the costs of an upgrade if on premise works are required (e.g. meter boards or wiring), or specific bill impact calculations of time-of-use price plans or transitional demand tariffs. As a result, customers remain concerned that a smart meter will increase their energy bill and are rightly resistant to the change.

ReAmped Energy believes that the AEMC and government should consider subsidies, particularly for lower income earners, to offset these one-off costs. We recommend AEMC investigate what percentage of homes require upgrades, what level of subsidy would be required, and the magnitude of benefits expected at an industry level. In addition, we would support subsidies on home batteries to ensure consumers are able to change consumption



patterns and the full benefits expected from smart meters are realised and accessible to all households.

Finally, in order to enhance customer experience of a smart meter upgrade, it is essential that customer communications prior to installation are improved to increase transparency and provide better certainty.

We look forward to further considerations by the AEMC on this matter with more specific customer considerations being addressed.

Kind Regards

A handwritten signature in black ink, appearing to read "Lindsay Nosworthy".

Lindsay Nosworthy

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