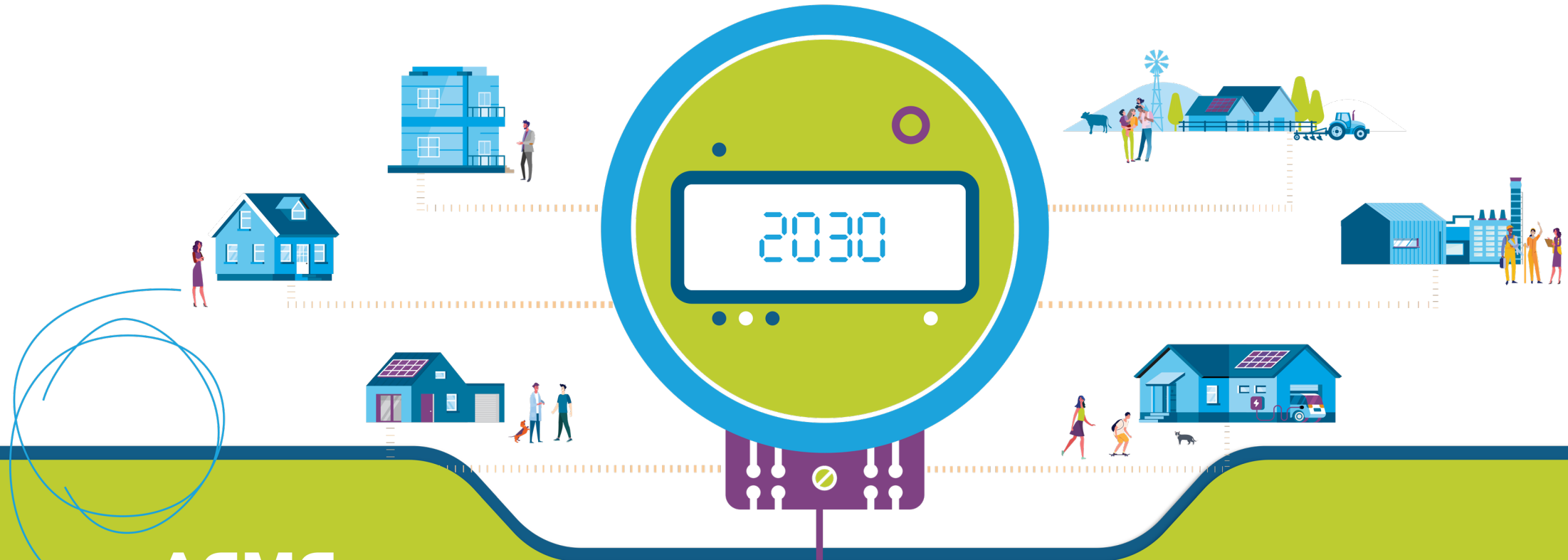


Accelerated smart meter deployment rule change

Virtual public forum




AEMC

AUSTRALIAN ENERGY MARKET COMMISSION

2 May 2024

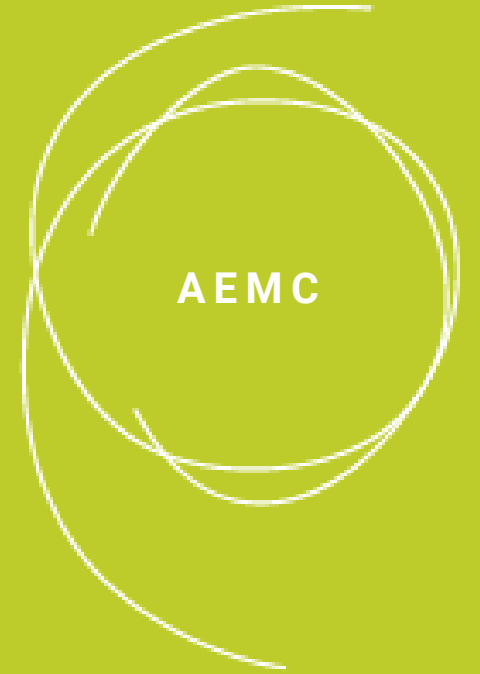
ACKNOWLEDGEMENT OF COUNTRY



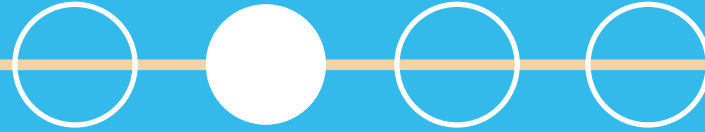
The AEMC acknowledges and shows respect for the traditional custodians of the many different lands across Australia on which we all live and work. We pay respect to all Elders past and present and the continuing connection of Aboriginal and Torres Strait Islander peoples to Country. The AEMC office is located on the land traditionally owned by the Gadigal people of the Eora nation.

2 May 2024

Opening remarks:
Anna Collyer, Commission Chair



'Smart meters provide the digital foundation of a modern, efficient, connected energy system'



Forum overview

Danielle Beinart
Executive General Manager, Networks & Technical

Agenda

1 Purpose

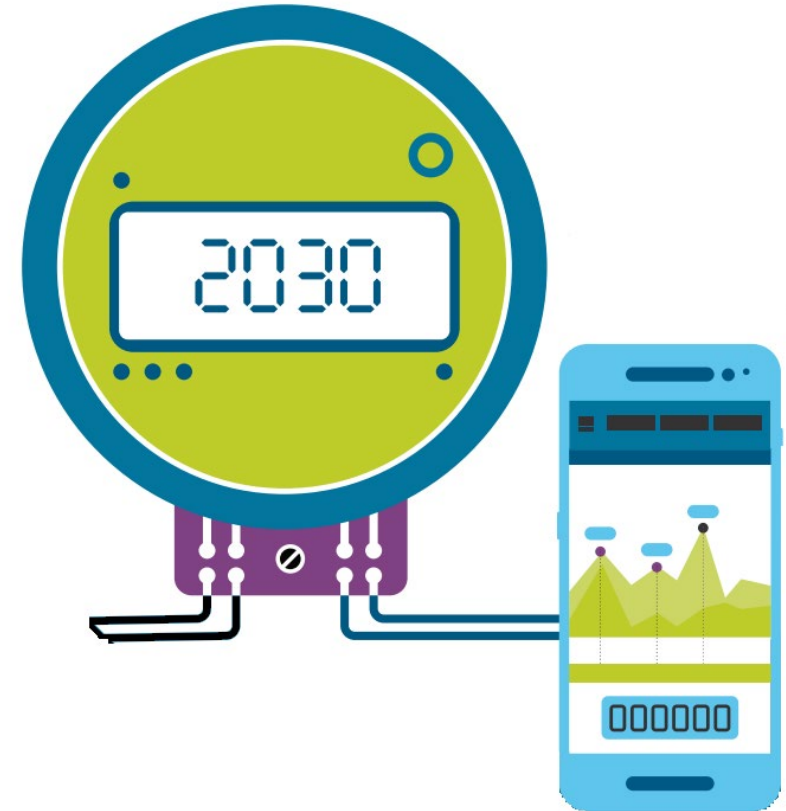
2 Housekeeping

3 Background

5 Overview of our draft determination

6 Timeline and next steps

7 Q&A



Purpose of today's public forum



Provide an overview of our draft determination and invite stakeholders to ask questions



Highlight the importance of getting more smart meters installed faster, and improving the metering framework



Discuss next steps as we progress towards the final determination

Housekeeping

1. This forum is not being recorded
2. Today's presentation will be uploaded to the project webpage
3. All participants are currently in 'listen-only' mode
4. Use the Q&A button on the bottom of your screen to ask questions
 - questions should focus specifically on the rule change
 - we will prioritise questions with most 'upvotes' first
 - you may be asked to speak to the questions you have submitted via the Q&A button.



COMPETITION PROTOCOL

KEY PRINCIPLES



The AEMC is committed to complying with all applicable laws, including the ***Competition and Consumer Act 2010*** (CCA), during this forum. Breaching the CCA can lead to serious penalties for individuals involved in any breach (including large financial penalties and imprisonment for key individuals involved). This protocol governs the way in which discussions will proceed at this forum, and each attendee agrees to adhere to this protocol in order to comply with the CCA.

Each attendee must make an independent and unilateral decision about their commercial positions and approach in relation to the matters under discussion in this forum.

Attendees must not discuss, or reach or give effect to any agreement or understanding which relates to:

- **pricing** for the products and/or services that any attendee supplies or will supply, or the terms on which those products and/or services will be supplied (including discounts, rebates, price methodologies etc)
- **targeting (or not targeting) customers** of a particular kind, or in particular areas
- **tender processes** and whether (or how) they will participate
- any decision by attendees:
 - about the purchase or supply of any products or services that other attendees also buy or sell
 - to not engage with persons or the terms upon which they will engage with such persons (i.e. boycotting); or
 - to deny any person's access to any products, services or inputs they require
- **sharing competitively sensitive information** such as non-publicly available pricing or strategic information including details of customers, suppliers (or the terms on which they do business), volumes, future capacity etc
- **breaching confidentiality obligations** that each attendee owes to third parties.

COMPETITION PROTOCOL

COMMUNICATION AND
MEETING GUIDELINES

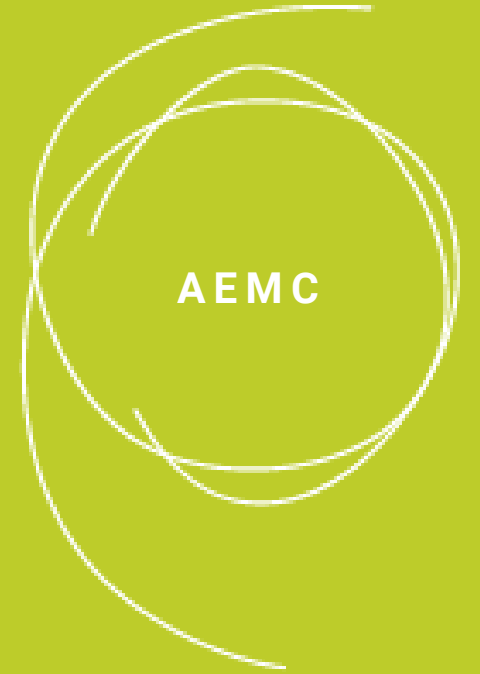


Attendees must ensure that all communications (including emails and verbal discussions) adhere to the ***Key Principles***.

This forum will be conducted in accordance with the following rules:

- The agenda for this forum does not include anything that could contravene the Key Principles set out in this protocol.
- We will read and minute the below *competition health warning*:
 - Attendees at this forum must not enter into any discussion, activity or conduct that may infringe, on their part or on the part of other attendees, any applicable competition laws. For example, attendees must not discuss, communicate or exchange any commercially sensitive information, including information relating to prices, marketing and advertising strategy, costs and revenues, terms and conditions with third parties, terms of supply or access.
 - Participating in this forum is subject to you having read and understood the protocol including the Key Principles.
- We will keep accurate minutes of the forum, including details of attendees.
- If something comes up during the forum that could risk contravening any competition laws, attendees should:
 - Object immediately and ask for the discussion to be stopped.
 - Ensure the minutes record that the discussion was objected to and stopped.
 - Raise concerns about anything that occurred in the forum with their respective legal counsel immediately afterwards.
- All attendees understand that any competitively sensitive matters must be subject to legal review before any commitment/agreement can be given.
- Any decision about whether, and on what terms, to engage with customers and suppliers is an independent and unilateral decision of each attendee.

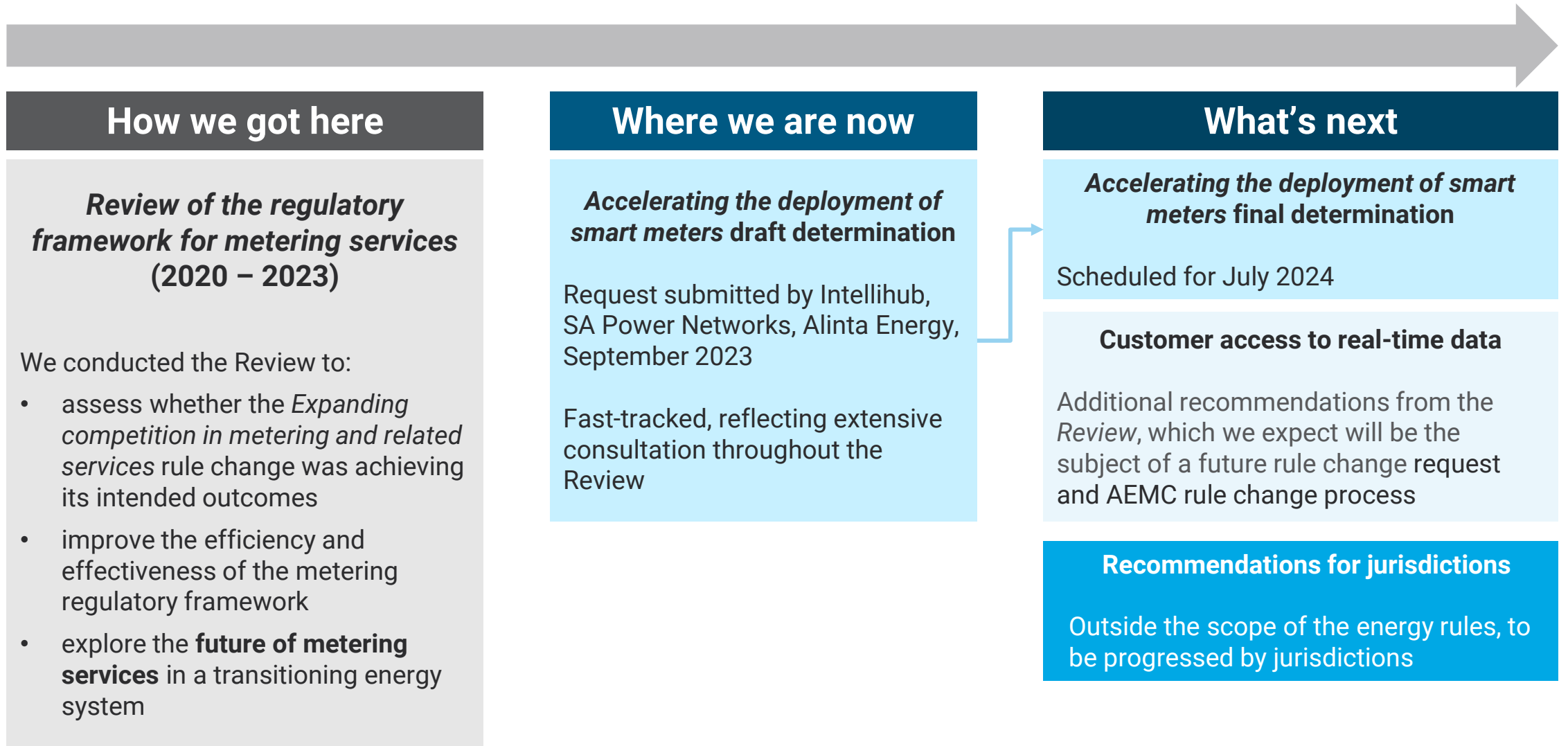
Draft rule determination



Accelerating smart meter deployment

Drew Butterworth, Director – Project Sponsor

How we got here and where we're going



Our draft rule enables universal smart meter uptake, and improves the metering framework

Two Core reforms to deliver the benefits that smart meters offer, sooner

1 Accelerated deployment of smart meters

2 Access to power quality data

Four supporting reforms to enable the core reforms

3 New customer safeguards

4 Improving the customer experience

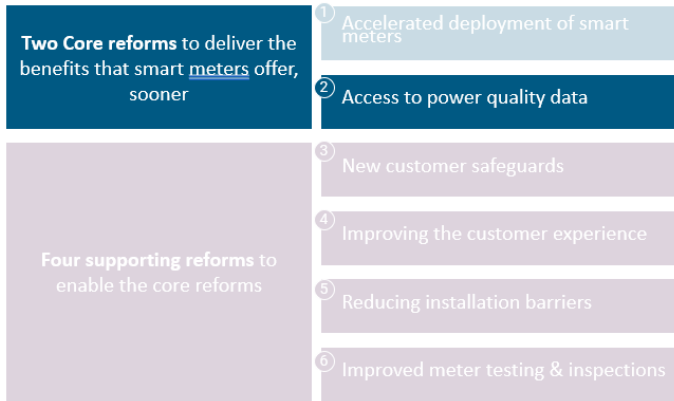
5 Reducing installation barriers

6 Improved meter testing & inspections

Core reform 1: Universal smart meter deployment across the NEM



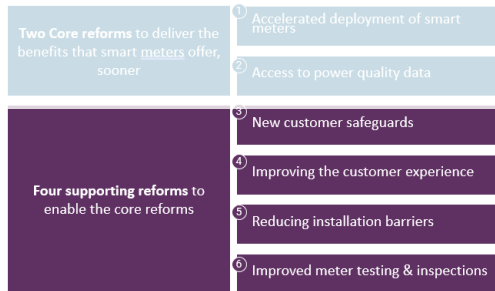
Core reform 2: Access to Power Quality Data



- Create a standard definition of 'basic' power quality data
- Ensure DNSPs can access basic PQD for free
- Require metering parties to give DNSPs PQD

- Helps to maximise CER hosting capacity, directly benefiting CER owners, and benefitting other consumers through lower energy costs
- Reduces line losses
- Minimises safety risks through earlier detection of issues such as open circuit neutral faults
- Drives down costs in the network

The draft determination also includes a suite of supporting reforms to enable the core reforms and improve the metering framework



3 A new consumer safeguards package to protect customers and build social license

- Prohibit upfront charges and exit fees for meters installed in the acceleration program
- Require retailers to provide more information and notice ahead of tariff changes

4 An improved customer experience to empower and give more choice to customers

- Expand information that retailers provide to customers ahead of a meter upgrade
- Enable customers to request a smart meter at any time, for any reason
- Improve the meter malfunctions framework

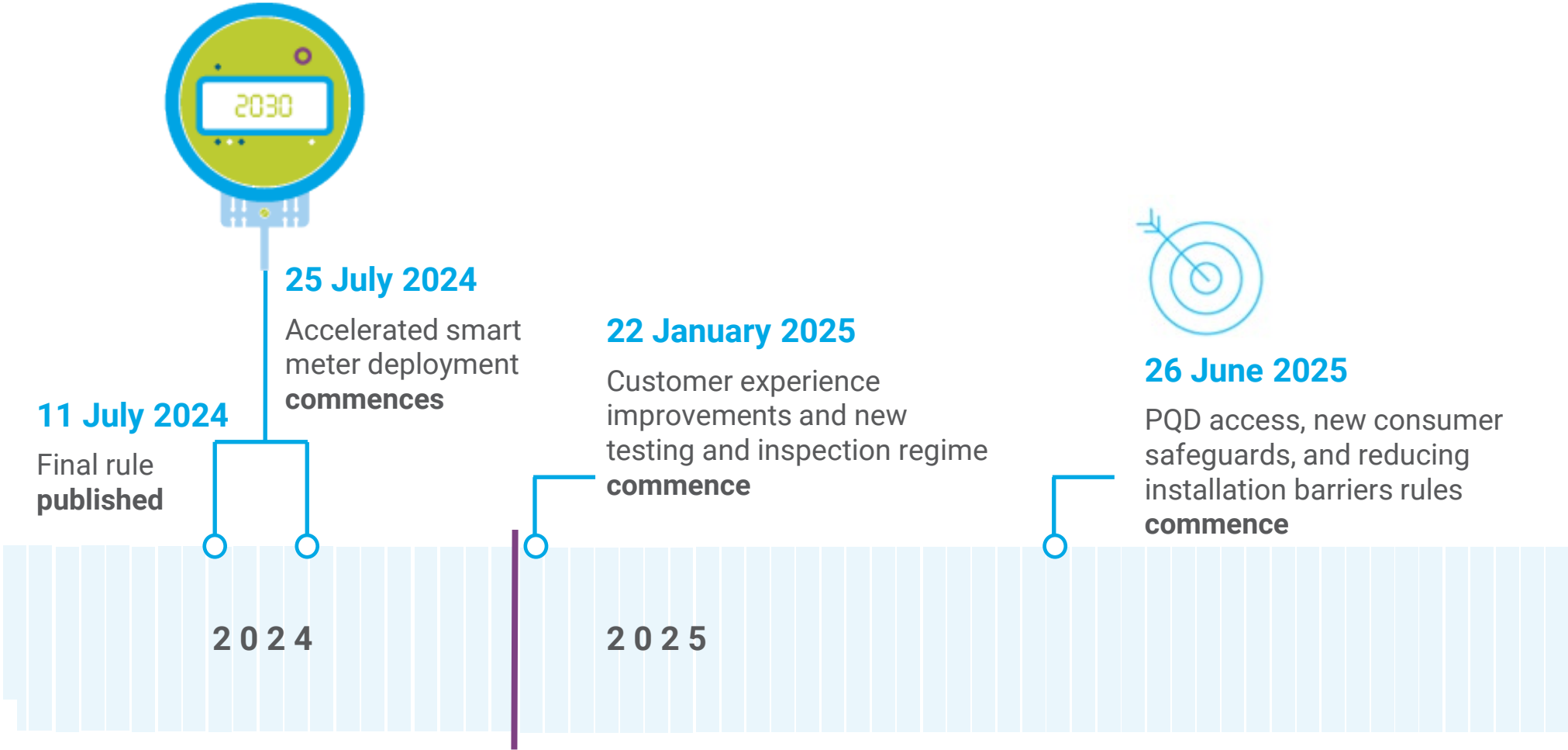
5 Reduced installation barriers to increase efficiency and improve industry coordination

- Remove opt-out provision
- Reduce the number of notifications retailers send before an upgrade
- Establish an efficient installation process for shared-fusing sites
- Encourage customers to remediate and track site defects

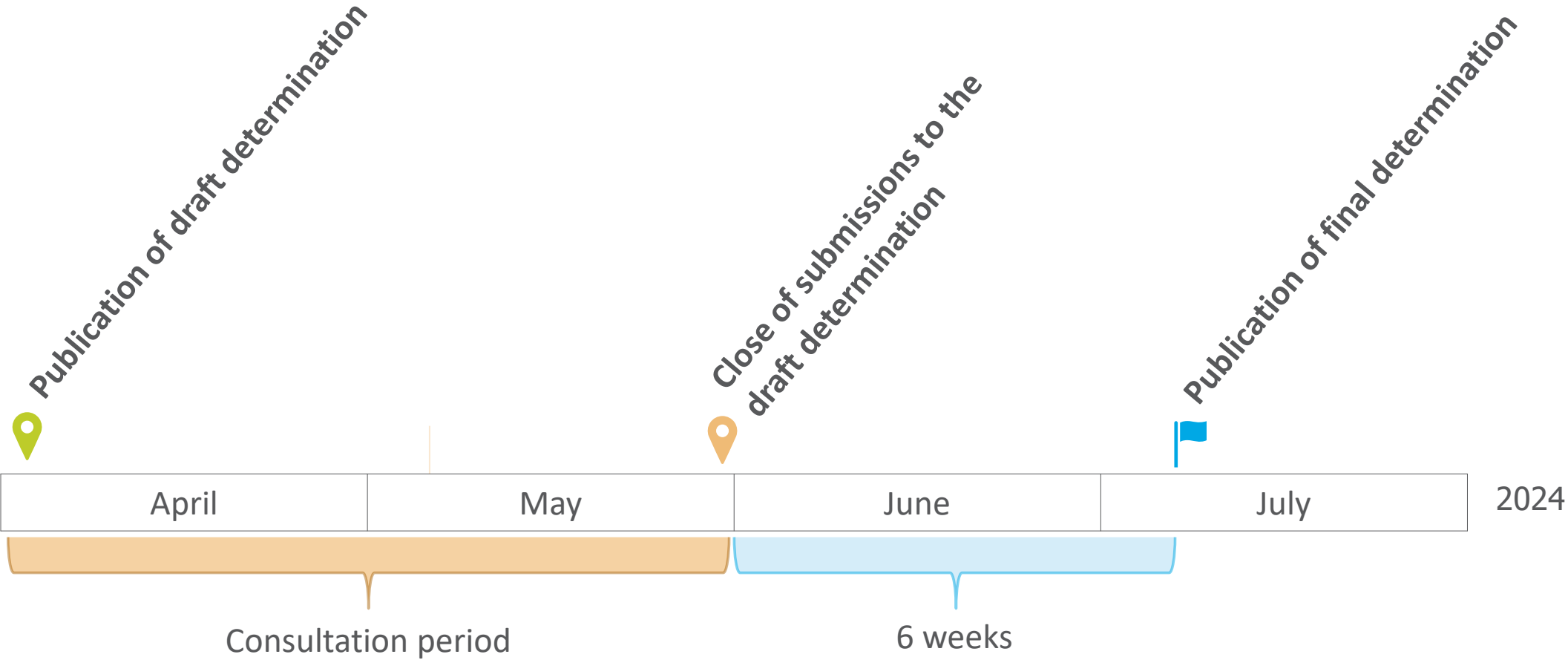
6 A fit-for-purpose testing and inspection regime to minimise costs and support acceleration

- Exempt legacy meters from testing over the acceleration period
- Clarify existing testing and inspection requirements

Key dates in the draft rules



Timeline and next steps for the rule change process



Danielle Beinart, EGM

Q&A

Panel

Anna Collyer, Chair

Danielle Beinart, Executive General Manager

Drew Butterworth, Director – Project Sponsor

Julia Cassuben, Senior Advisor – Project Leader

Ben Bronneberg – Project Lawyer

Lisa Fukuda, Advisor – Team Member

Richard Montano, Advisor – Team Member

Anthony Bell, Consultant – Team Member

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Keep in touch

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