

Submission Type: Rule Change

Reference: Accelerating smart meter deployment

Organisation: Consumer Rights

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Comments: Under the proposed rules

1. Will smart meters be installed on people's homes without their permission?

2. How is it in a customers best interest to reduce the notification of meter replacement from 2 letters to 1 letter, and only provide 5 days' notice?

This clearly favours the energy retailers and is not in the best interests of consumers.

3. What is the total cost in dollar terms of replacement of electricity meters as proposed for New South Wales, Queensland, Australian Capital Territory and South Australia? I am asking "total cost" of replacement, not the net cost offset by estimated savings or a NPV.

4. Who will ultimately pay for the replacement costs? The government (taxpayers), customers, or the energy companies (who ultimately pass on the costs to customers or taxpayers)?

5. Will consumers ultimately pay for the replacement meters with higher energy prices/tariff and if yes how much per household and over what period of time will the additional costs be paid? And if no, in the best interest of consumers, how will the AEMC guarantee these additional installation costs will not be recouped from consumers?

In the best interest of consumers, I would like a detailed answer to all the above questions.

Thank you
Emma