

Submission Type: Rule Change

Reference: Accelerating smart meter deployment

Organisation: None

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Comments: Thank you for the 'Accelerating smart meter deployment' rule changes you have proposed.

Please continue on with this initiative and don't let the big energy retailers stop this proposal.

Smart meters make sense as we need greater insight into people's usage for stakeholders such as the energy grid maintainers and designers to forward plan.

This should not be at the expense of the energy customer. I fully agree that it should be mandatory to offer customers a flat rate plan if they have a smart meter. I think it should go even further than the 3 year pause on energy providers moving customers to a different energy plan without their consent.

In no other industry could you move a customer to another type of plan without customer approval. Could you imagine if mobile phone or Internet providers started moving customers to different plans without consent. It shouldn't be allowed in the energy industry.

Keep up the great work.

Thanks

Neil Frawley.