

6 November 2024

Australian Energy Market Commission
REF: ERC0399

To whom it may concern,

National Electricity Amendment (Realtime data for consumers) Rule

Aurora Energy welcomes the opportunity to provide feedback on the AEMC's National Electricity Amendment (Realtime data for consumers) Consultation Paper (Consultation Paper). Aurora Energy is a customer-centric Tasmanian Government owned energy retailer providing energy services to the vast majority of Tasmania's electricity customers.

Aurora Energy wishes to make the following comments in relation to the consultation paper.

Cost versus Benefits of Proposal

Aurora Energy acknowledges the benefits of consumers having access to real time data and the role that it plays in gaining full benefit out of advanced meters. Aurora Energy also understands the role data will have in helping to increase the uptake and use of consumer energy resources.

Aurora Energy currently provides customers with daily updates of their power usage via the aurora+ digital channel. Aurora+ requires customers to have an advanced meter and is provided at no additional cost. Information provided to customers through aurora+ is generally available within a 24-hour time period and is an effective way for customers to monitor and adjust their usage.

In developing and refining aurora+, Aurora Energy engaged its metering provider to investigate the provision of a near real time data stream (typical latency of 1-5 minutes from the end of a 5-minute interval) to customers, via its app.

Aurora Energy conducted focus groups with its customers where it discussed the potential use of real time data. Whilst customers were initially supportive of the concept, when provided with the likely significant cost of ongoing delivery, their support was withdrawn.

Aurora Energy also considered other options, including an on-demand service, which is requested from a specific meter on request. Based on feedback, and the cost of both options, Aurora Energy found the provision of data within a 24-hour time period remains as the best option for customers.

Energy affordability remains a significant issue for Tasmanians, with energy costs continuing to comprise a much higher share of household income, on average, than any other National Energy Market jurisdiction.

With this in mind, Aurora Energy recommends the AEMC carefully balance the costs of the rule introduction, which will be passed through to consumers, against the benefits and alternative options, such as near-real time data.

Should you have any questions regarding this submission, please contact Sam Unsworth at sam.unsworth@auroraenergy.com.au.

Yours sincerely



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