



## Access to NMI Standing Data Rule Change

### Draft determination released for consultation

**The Australian Energy Market Commission has made a draft rule that clarifies the entitlement of retailers to National Metering Identifier (NMI) Standing Data. The draft rule would promote efficient delivery of electricity retail services and will facilitate retail competition. Consumers will benefit from this rule change, which allows retailers to provide them with accurate quotes and information. From this information consumers should be better able to choose electricity offers that are best suited to them.**

### What is NMI Standing Data

NMI Standing Data is the information related to a customer's connection point.<sup>1</sup> The information is about the physical location and properties of a customer's meter and includes the applicable network tariff and the customer's consumption threshold bands. It does not include the customer's consumption data.

### EnergyAustralia's rule change request

EnergyAustralia (EA) submitted a rule change request that sought to clarify ambiguities and uncertainty under the National Electricity Rules (NER) with regards to retailers' entitlement to NMI Standing Data. The rule change request also sought to clarify the ability of retailers to disclose NMI Standing Data to their service providers (including agents of retailers) who are acting on behalf of retailers.

EA considered that retailers (and their service providers) need access to NMI Standing Data so that they can undertake various retail functions including, but not limited to, customer acquisitions and transfers.

### Factors the Commission has taken into consideration

In making its draft rule determination, the Commission has taken into consideration the following factors:

- retailers require NMI Standing Data in order for them to perform their retail functions;
- retailers and their service providers are currently accessing NMI Standing Data under the NMI Standing Data schedule provisions in the NER;
- it is standard business practice for retailers to use service providers for the provision of customer services;
- under the current confidentiality provisions in the NER, there are concerns that retailers may not be permitted to disclose NMI Standing Data to their service providers; and
- concerns raised by stakeholders regarding consumer protection and the disclosure of confidential and personal information.

### The Commission's draft rule

The Commission's draft rule makes a number of changes to existing provisions in the NER. The key features of the draft rule are:

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<sup>1</sup> Connection point is defined as the agreed point of supply, for example by the retailer and network service provider.

**Submissions on the draft determination are due 19 September 2013.**

- it entitles retailers to NMI Standing Data subject to whatever may be required under the applicable privacy legislation; and
- it authorises retailers to disclose NMI Standing Data to their service providers.

The Commission considers that the draft rule will provide certainty for retailers in the way they perform their retail functions and enhance consumer protection with respect to confidential and personal information.

The Commission notes that the draft rule does not address the issue of third party service providers offering general products and services or acting on behalf of consumers. This issue will be addressed in a separate rule change arising from the AEMC's Power of Choice review.

### **Consultation process**

The Commission is accepting submissions on the draft determination for consideration prior to making its final determination. **Submissions are due by 19 September 2013.**

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