



Agenda

Customer transfer rule change requests Stakeholder Workshop

AEMC Office
Level 6, 201 Elizabeth Street, Sydney
24 June 2016

Time	Item	Facilitator
9.30am	Registration, tea/coffee	
10.00am	Welcome and introduction	Richard Owens
SESSION 1		
Using estimated reads for customer transfers		
10:15am	Introduction to key issues	Ed Chan
10:30am	Period in which this rule change could be beneficial <ul style="list-style-type: none"> • The rollout of advanced meters would impact the benefits of the proposed rule change • What is your view on the speed of the roll out of advanced meters given the recent rule change on metering contestability? 	Ed Chan
10:45am	Changes to systems required – if estimates on transfer applied to both Type 5 and Type 6 meters (as proposed in the rule change request) <ul style="list-style-type: none"> • What changes to systems will be required for the following scenarios relating to <u>Type 5</u> meters? <ul style="list-style-type: none"> ○ Scenario 1: Estimates not replaced with actual data – at both wholesale and retail levels ○ Scenario 2: Estimates used for customer final bill only, actual data used for corrections in wholesale market and network billing ○ Scenario 3: Actual data used for corrections in retail, wholesale and network billing. Outgoing retailer to send customer a refund or additional bill if difference is greater than a specified amount. Alternatively, outgoing retailer could wait to bill the customer until actual data is available. 	Ed Chan
11:30am	Changes to systems required – if restrictions on estimates on transfer were imposed (as suggested in submissions to the Consultation Paper) <ul style="list-style-type: none"> • What changes to systems will be required if the following types of customers are excluded? <ul style="list-style-type: none"> ○ Customers with Type 5 meters ○ Victorian customers ○ Customers with solar panels 	Ed Chan

Time	Item	Facilitator
12:10am	Other options to reduce transfer times <ul style="list-style-type: none"> • Apart from using estimates on transfers, what other options can be used to reduce transfer times? (Prior to the roll out of smart meters) <ul style="list-style-type: none"> ○ Increasing use of special reads? ○ Increasing use of customer reads (with system change to treat customer reads as actual reads rather than estimates)? 	Ed Chan
12.30pm	Lunch	
SESSION 2		
Improving the accuracy of customer transfers: Address standard		
1.00pm	Introduction to key issues	Lily Mitchell
1.15pm	Reducing address mismatches <ul style="list-style-type: none"> • Improving the NMI matching process by including address validation • How should MSATS be updated with validated addresses? • What additional or alternative steps would help to reduce address mismatches at low cost? 	Lily Mitchell
SESSION 3		
Improving the accuracy of customer transfers: Resolving erroneous transfers		
2.00pm	Introduction to key issues	Lily Mitchell
2.10pm	Practical implications: Responsibilities of retailer <u>to</u> which customer was erroneously transferred <ul style="list-style-type: none"> • If contacted first, determine whether customer wishes to return to original retailer, and if so, promptly contact original retailer. • If customer has paid a bill issued by this retailer, pay that amount to original retailer in accordance with s41 of the Retail Law. • What timeframes would be appropriate for these obligations? 	Lily Mitchell
2.25pm	Practical implications: Responsibilities of retailer <u>from</u> which customer was erroneously transferred <ul style="list-style-type: none"> • Promptly upon becoming aware of the erroneous transfer, contact the customer and seek consent to a new contract on the same financial terms as the original contract. • If the customer consents, initiate a transfer in MSATS retrospective to the date of the erroneous transfer. • Credit the customer for any amount paid by the customer to the other retailer, in accordance with s41 of the Retail Law. • What timeframes would be appropriate for these obligations? 	Lily Mitchell
2.40pm	Discussion: would any additional guidance be required?	Lily Mitchell
2.50pm	Closing remarks	Richard Owens
3:00pm	Close	