



19 September 2013

Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Lodged online: Reference ERC0153

CONSULTATION ON NATIONAL ELECTRICITY AMENDMENT (ACCESS TO NMI STANDING DATA) RULE 2013

Alinta Energy Retail Sales Pty Ltd (**Alinta Energy**) welcomes the opportunity to comment on the AEMC draft rule proposal "*National Electricity Amendment (Access to NMI Standing Data) Rule 2013*" (**draft rule**) and the accompanying draft determination (**draft determination**).

Alinta Energy is both a generator and retailer of electricity and gas in Western Australia and the Eastern States energy markets. It has over 2500MW of generation facilities and in excess of 700,000 retail customers, including around 100,000 customers in Victoria and South Australia. As an incumbent retailer in WA and a new entrant retailer in the National Energy Market, with an outsourced customer service model Alinta Energy is well placed to comment on the draft determination.

Alinta Energy welcomes the findings of the draft determination as it clarifies retailer entitlement to NMI Standing Data and seeks to permit additional use and access of NMI Standing Data by third parties engaged by retailers in the sale and supply of electricity to customers.

Alinta Energy notes the intended purpose and operation of the draft rule as provided in the draft determination however is concerned that the proposed draft rule clause 8.6.2(b1) does not accurately capture the current and intended use and access of NMI Standing Data by authorised third parties engaged by the retailer.

In order to address this issue, Alinta Energy proposes the following amended wording to the proposed draft rule 8.6.2(b1) to read:

(b1) (**service providers**): the use, disclosure, access to and reproduction of NMI Standing Data by a *Customer* or the *Customer's Disclosees* to a person who requires the information for the purposes of providing services in connection with the *Customer's* supply or sale of electricity to end users.

to ensure the rule change accurately reflects the intent of the original proposal and the fact that retailers, and agents acting on their behalf, are permitted to access standing data for the legitimate purpose of conducting relevant retailing activities, including but not limited to:

- customer acquisition;
- billing and settlements;
- customer transfer; and
- other retailer functions as required.

The practice of providing MSATS access to third party agents has been widely undertaken within the industry and was deemed consistent with the intent of the rules and has occurred without demonstrable customer or market detriment. The amended drafting proposed by Alinta Energy seeks to clarify that this level of access and use, rather than just retailer disclosure to third parties for permitted purposes, is authorised as intended by the rule change as originally proposed by EnergyAustralia.

Alinta Energy also wishes to have clarified that MSTATS login information, if considered under confidential information is permitted to be disclosed and provided to the intended third parties (*Customer Disclosees*) for the purposes of facilitating the practical application of the proposed rule change and draft rule 8.6.2(b1).

Should you have any questions or wish to discuss our submission further, I may be contacted on (02) 9372 2653 or via email: shaun.ruddy@alintaenergy.com.au.

Yours sincerely

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