



## Review of the regulatory framework for metering services – Reference Group meeting 2

### 10 May 2021 – Meeting notes

The second Reference Group was held virtually on 10 May 2021. The attendees of the meeting are listed below.

Member	Organisation
Kellie Caught	ACOSS
Patricia Cameron, Melissa Sutherland	ActewAGL
Lee Brown	AEMO
Con Hristodoulidis	AGL
David Calder	Alinta energy
Giles Whitehouse	Aurora energy
Arran Coughlan	Bright spark power
Robyn Robinson	Council on the Aging
Sharon Raymond	Dept. State Growth Tas
Lisa Hussey	DNRME QLD
Shirley Berwick	DPIE NSW
Richard Newell	EDMI
Dino Ou	Endeavour Energy
Travis Worsteling	EnergyAustralia
Marie Harrowell, Elisabeth Ross	Energy Consumers Australia
Amanda Montenegro	Energy Market Matters
Chris Gilbert	Energy Networks
Matt Murphy	ETU Australia
Stephen Iacopetta	Horizon power
Robert Logiudice	Intellihub
Joe Thorne	Landis + Gyr
Ben Lovell	Living energy
Jochen Sietas	Macquarie Bank
Larry Moore	NECA
Darren Bailey, Doug Miles	Origin
Anna Livsey	PIAC
Helen Vassos	PlusES
Stefanie Monaco	Red Energy
Harry Kapahi	Secure Meters
Carmel Forbes	Shell Australia
Aakash Sembey	Simply Energy
Tim Astley	TasNetworks
Matt Cairns	Uniting
Paul Greenwood	Vector metering

The AEMC's project team attended and is listed below.

Name	Position
Ed Chan	Director, Transmission and distribution networks
Alisa Toomey	Senior Adviser, Transmission and distribution networks
Ben Bronneberg	Lawyer
Orrie Johan	Adviser, Transmission and distribution networks
Mitch Grande	Adviser, Transmission and distribution networks
Lisa Fukuda	Graduate adviser, Transmission and distribution networks

## **Purpose of the reference group meeting**

This was the second meeting of the Reference Group. The purpose of this meeting is to provide a progress update from the sub-reference groups.

At the start of the meeting, Reference Group members were reminded to observe the requirements of the AEMC's competition protocol.

The meeting comprised of a presentation from the AEMC to provide an overview of:

- What has been achieved so far
- Sub-reference group summaries

## **AEMC presentation on what has been achieved so far**

The project team:

- Welcomed the members to the Reference Group. .
- Reminded members of the four focus areas of the review, which are based on feedback in submissions: (1) consumer experience; (2) metering services; (3) roll out and (4) roles and responsibilities.
- Detailed the four sub-reference groups which have been formed based on nominations of members of the full Reference Group to complement the areas of focus for the review. The four sub-reference groups are:
  1. Consumer – understanding how consumers want to engage with energy
  2. Installation
  3. Services and data – services that meters can enable and data that meters can provide and
  4. Roles, incentives and roll out- overall structure, roles, incentives and the roll out.
- Informed participants that initial meetings have been held for sub-groups one, two and three and thanked participants for all the nominations.

## **AEMC presentation on sub-reference group summaries**

The AEMC provided a summary of the discussions held in each of the sub-reference groups, including current focus, updates, and next steps:

### **Installation**

- The current focus of this sub-reference group is on journey mapping, identifying different scenarios for smart meter installation and consumer touch points. Member of this sub-reference group are mapping process flows for meter installation that are consumer-led, retailer-led, and meter malfunction/family failure.
- An example of a smart meter installation process flow was shared at the meeting.
- The next step will be to identify the complications (common barriers/inefficiencies) for meter installation scenarios and to identify and recommendations to amendments to the framework.

### **Services and data**

- In the first meeting of the services and data sub-reference group, members discussed the services that meters could provide. Discussions focused on (1) what additional services stakeholders want from meters and (2) what data stakeholders want from meters collated. The list of services and data was shared with the reference group.

- At the next meeting, the sub-reference group will consider the access, availability, and demand for services and data. The sub-reference group will also consider how the regulatory framework can improve access to services and data.

### **Consumer experience**

- The problem statement, objective and principles/assessment framework for the review developed by the consumer sub-reference group was shared with the reference group.
- The project team provided an update on consultant engagement. Newgate Research has been selected to carry out consumer research and engagement after a competitive tender process.
- Newgate Research will conduct research on how consumers want to engage with the energy market, what services they would find valuable and also investigate current knowledge of smart meters and installation experience for those with smart meters. This will be done via a combination of forums, surveys and interviews.

### **Follow up questions and discussion on sub-reference group summaries**

- In regard to services and data, questions on minimum service specifications were raised on whether the additional services discussed in the sub-reference group will be included in minimum standards specification, or whether they will allowed to be provided on a 'user pays' basis. A question on how the net benefit of additional inclusions would be determined was also asked. The project team responded that the overall position is that only those additional services, if any, with a clear public benefit would be included under the minimum standards specification.
- Linkages between the additional services meters could provide and customer data rights were discussed.
- A number of questions were raised in relation to the consumer research. A participant suggested the research extend to gas services and metering. The project team advised that the review is focused on electricity, but any insights on general energy sector issues could be applicable to gas. The project team confirmed that the survey will be also be conducted in Victoria.
- A participant queried whether overseas experience, especially those structured similarly to the Australian market, will be examined by this review. The project team took this under consideration and welcomed suggestions of best practice from overseas for this review.

### **Next steps**

- The project team thanked participants for their time and explained that a draft report is likely to be published in August and the review is intended to be completed by October. Options are still open as to the format of the report, depending on the outcomes from the sub-reference groups.
- The project team explained that where the sub-reference groups provide robust reform options that are supported by majority of the group, and in the long term interest of consumers, this review can be used to consult on changes so that they can be eligible for the fast track rule change process.
- Bilateral discussions with the AEMC continue to be welcomed.