

REVIEW OF THE REGULATORY FRAMEWORK FOR METERING SERVICES

STAKEHOLDER FEEDBACK TEMPLATE

The template below has been developed to enable stakeholders to provide their feedback on the questions posed in the consultation paper and any other issues that they would like to provide feedback on. The AEMC encourages stakeholders to use this template to assist it to consider the views expressed by stakeholders on each issue. Stakeholders should not feel obliged to answer each question, but rather address those issues of particular interest or concern. Further context for the questions can be found in the consultation paper.

SUBMITTER DETAILS

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DATE 02/02/2021

PROJECT DETAILS

NAME OF RULE CHANGE: Review of the regulatory framework for metering services

PROJECT CODE: EMO0040

PROPONENT: AEMC

SUBMISSION DUE DATE: 11 February 2021

CHAPTER 1 – INTRODUCTION

1. Consideration of other market reforms and related work	
1.1 Are there other significant market reforms that are likely to impact the metering framework that the Commission has not identified?	

2. Is there additional related work that the Commission should consider in this metering review?	
3. Assessment framework – Do you agree with the Commission’s proposed Assessment Framework for this review? Are there any additional criteria we should consider as a part of this framework?	

CHAPTER 3 – THE CURRENT STATE OF METERING

4. Expectations of meter rollout	
3.1 How does the roll out of smart meters to date compare with your expectations?	<p>From our perspective, the roll out has progressed well. One challenge we would like to identify is the MFNs (Meter Fault Notifications) process, specifically in situations where meter box repairs or reparations are required for a customer who is a tenant, and the building owner refuses to facilitate.</p> <p>These situations take a considerable amount of time for a retailer to monitor and resolve (leading to the potential for compliance issues) and provide a poor customer experience (which is difficult for retailers to influence).</p>
3.2 Is the current pace of smart meter deployment appropriate? What should be the appropriate pace of rollout?	
3.3 What benefits are smart meters providing consumers? Have the benefits changes or improved over time?	
3.4 have the prices for smart meters plus the costs of associated products and services changed from the introduction of <i>Competition in metering</i> ? If so, how?	
5. Are incentives in the right place?	
4.1 Are the incentives in relation to smart meter rollout correct? Please provide details on why/why not.	

4.2 Is the current market structure financially viable? If not, for whom is it not financially viable?	
6. Drivers of smart meter roll out	
5.1 What were your expectations regarding the drivers of smart meter rollouts?	
5.2 Has there been any changes in the overall reasons for installing smart meters since the <i>Competition in metering</i> rule commenced?	
5.3 Which parties should be responsible for driving the roll out of smart meters?	
5.4 Do consumers have clear information on the benefits of smart meters and their rights relating to requesting a smart meter?	
7. Customer experience – what are your views on the customer experience in relation to smart meter rollout and installation?	<p>As noted above, a challenge we would like to identify is the MFNs (Meter Fault Notifications) process, specifically in situations where meter box repairs or reparations are required for a customer who is a tenant, and the building owner refuses to facilitate.</p> <p>These situations take a considerable amount of time for a retailer to monitor and resolve (leading to the potential for compliance issues) and provide a poor customer experience (which is difficult for retailers to influence).</p>
8. Industry Cooperation	
7.1 Do you have any suggestions on how industry cooperation can be improved?	
7.2 Are changes to the market structure or roles and responsibilities needed to improve the consumer experience?	
9. Expectations of metering services	
8.1 What expectations did you have around the services that smart meters would provide?	
8.2 What services are being provided by smart meters currently? Are these services widely available?	

8.3 What services did you expect from smart meters which have not eventuated?	
8.4 Are there any services being provided by smart meters which were not anticipated at the time of the <i>Competition in metering</i> rule change?	

CHAPTER 4 – THE FUTURE STATE OF METERING

10. Collection and use of metering data	
9.1 In relation to metering data, what data should be captured by smart meters, and why?	
9.2 In relation to metering data, who should be able to access metering data, and how? What protections should be in place?	
9.3 What impact do you think the Consumer Data Rights may have on the access to, and use of, metering data?	
11. Future metering services	
10.1 What is your understanding of the other services that smart meters can provide?	
10.2 What future services do you expect or want metering to facilitate?	
10.3 If additional services are to be provided by smart meters, how should the costs of providing these services be allocated?	
12. Penetration of smart meters required	
11.1 Are particular metering services only cost effective when a particular penetration is achieved? If so, what services and what penetration is required?	
11.2 What other factors are important in determining	

whether the provision of particular services are efficient or effective (e.g. geographic spread).	
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CHAPTER 5 – ARE CHANGES REQUIRED TO THE REGULATORY FRAMEWORK?

13. Encouraging the adoption of smart meters and future services	
12 Is the current regulatory framework appropriate for the current needs of metering and the market? Is it flexible enough to provide encouragement for the development of future services in metering?	
13 To encourage the higher adoption of smart meters: (a) What changes, if any, need to be made to the current regulatory framework for metering services? (b) What changes, if any, need to be made to other instruments? (e.g. regulatory instruments, guidelines, codes)	a)
14 Are there any other avenues of encouragement that are available that the Commission has not considered in this paper?	
14. Barriers to realising the benefits of smart meters	
13.1 Are there other barriers that were not identified by the Commission that you have found to prevent the realisation of benefits of smart meters and/or slowed the rollout of smart meters in the NEM?	
13.2 What changes, if any, need to be made to the current regulatory framework for current arrangements to improve deployment?	

<p>13.3 Are there other tools outside of the regulatory framework that may address some of the current barriers to realising the benefits of smart meters and/or the slower rollout of smart meters in the NEM?</p>	
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OTHER COMMENTS

<p>15. Information on additional issues</p>	
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REGISTRATION OF INTEREST FOR REFERENCE GROUP

If you are interested in nominating for the Review of the regulatory framework for metering services Reference Group you can email registrations@aemc.gov.au or provide details of the person you would like to nominate below:

Name	Thom Evans
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