## POWER OF CHOICE

Industry Information Workshop – 22 November 2016
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Actew/AGL

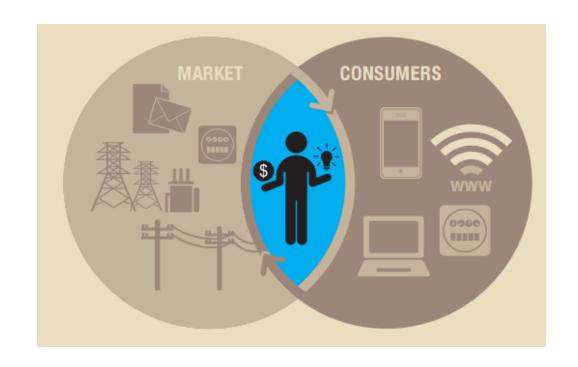
For you

### What is power of choice?

National reforms

Metering competition

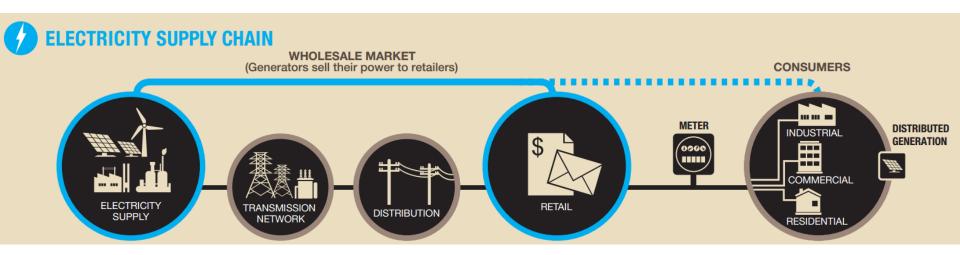
Meter replacement processes





## Why

- Providing greater consumer choice through better information
- Driving competition

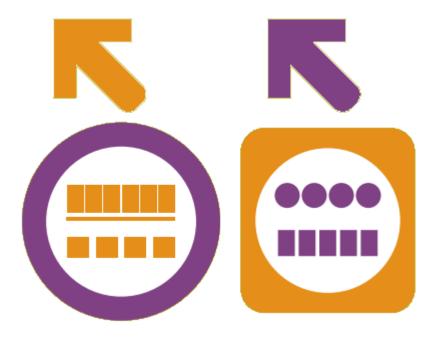




### Metering competition

Designed to introduce competition into the metering market

Consumers will have access to a range of new services enabled by smart metering

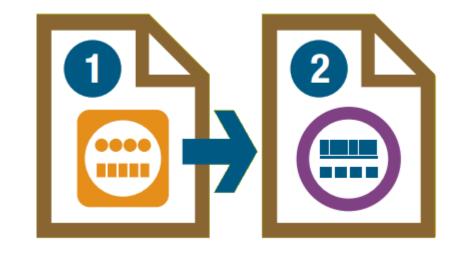




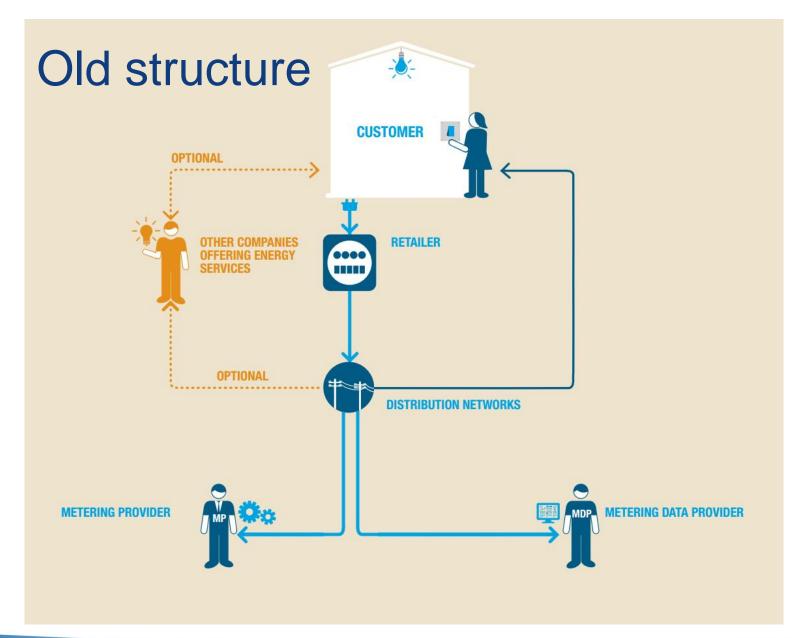
### Meter replacement processes

Clarifies who can change a meter and when this can occur

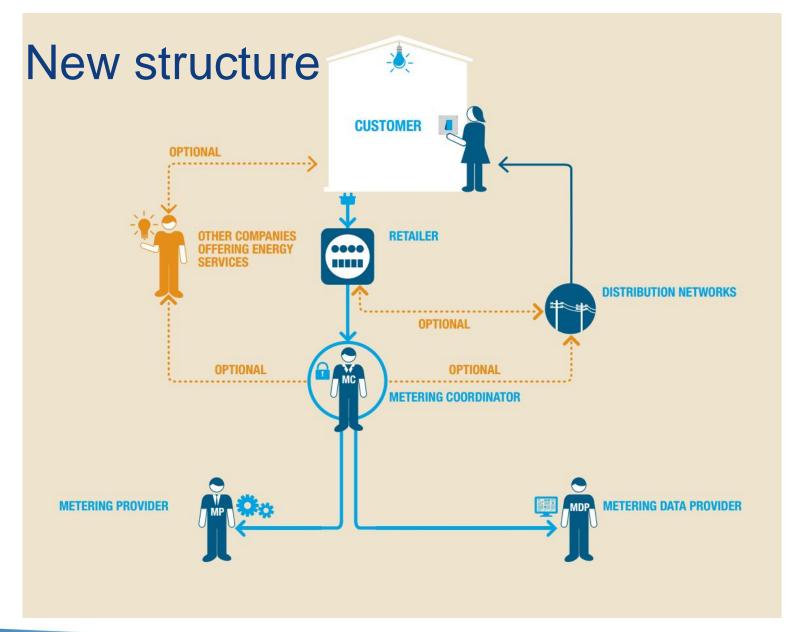
Increasing the metering framework's efficiency













### Market roles



#### METERING COORDINATOR

Role and responsibilities of existing Responsible Person role to be performed by Metering Coordinator with new responsibilities added. Has primary responsibility for the provision of metering services, including protecting security of, and access to, small customers' advanced meters, the data they contain and the services they provide.



Can fund the deployment of advanced meters as part of a demand management program but will need to work with retailers. Can negotiate with Metering Coordinator for advance metering services and/or retain existing network devices. Also retains current LNSP responsibilities.





#### METERING PROVIDER

Role involves installing, operating and maintaining metering installation. Additional requirements in relation to security controls and confidentiality.

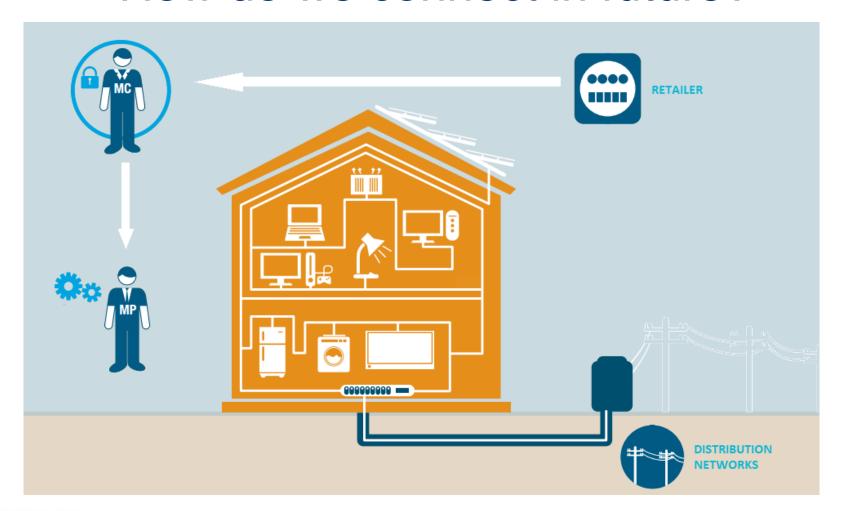
#### **METERING DATA PROVIDER**

Role involves collecting, processing and storing metering data. Additional requirements in relation to security controls and confidentiality.





### How do we connect in future?





### Issues we have identified already

Faults and emergencies Energisation processes Training





## Who is responsible for faults?







**Distributor** 

Network faults

Retailer

Meter faults

Electrician

**Customer faults** 



### Who is responsible for faults?







**Distributor** 

**Network faults** 

Retailer

Meter faults

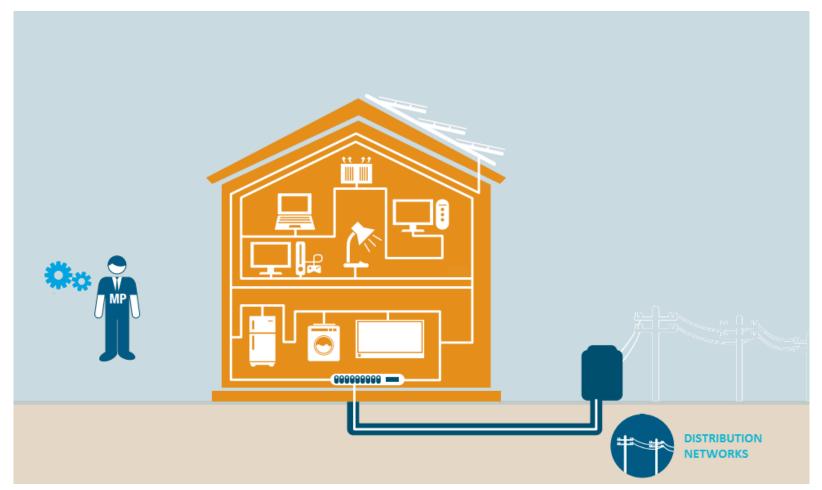
**Electrician** 

**Customer faults** 

## But how do we know puntil we fault find



## **Energisation process**





### Energisation process

# So who is responsible



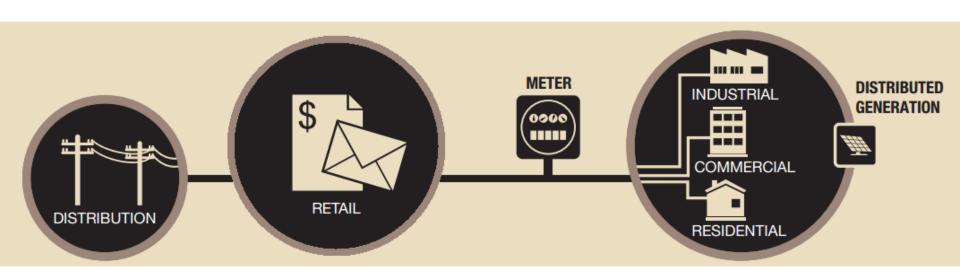






### **Training**

Multiple parties working on or around network Need to ensure safety and accountability Need to ensure consistency





### What have we missed?

Other potential issues

Information gaps

ACT specific complexities

### We want your feedback

We have identified some of the impacts of the Power of Choice on our customers.

Are there other potential impacts we haven't thought of?

Do you need more information from us to understand the potential impacts?



### Early engagement

changes

- Jan-Mar 2017 Sharing our plans and understanding potential impacts
  - Release a Discussion paper on what will change at ActewAGL Distribution
  - · Seek feedback on the potential impact of those changes
  - · Host stakeholder workshops to gather feedback and explore options to respond

### Mar 2017 Transition and implementation

- Release a Communication paper responding to community feedback and explaining the transition process
- · Establish a Stakeholder Working Group to be kept informed of implementation and provide feedback as required
- Facilitate industry training and accreditation

### Dec 2017 Take effect

- New metering rules in place
- Metering businesses established
- Supporting industry accreditation and regulation in place

Electricians, land developers, commercial landlords, training providers, etc.

Energy retailers, regulators, embedded networks

Residential and commercial customers

Customer and stakeholder engagement



· Identify who needs to know about the rule

 Release an information paper to explain the changes and potential implications

 Host stakeholder forms and presentations to explain the changes and answer questions

## Queries and comments or to stay in touch

Email your contact details to PowerofChoice@ActewAGL.com.au

www.actewagl.com.au/consumerengagement



