

Industry Forum Notes

Meeting	Power of Choice Industry Forum
Location	ActewAGL Greenway Depot
Date	22 November 2016 3:30 – 5:30pm

Presentation

Mr Michael Monck, Power of Choice Program Manager gave a presentation on the Power of Choice changes and potential implications for industry. A copy of the presentation can be found at www.actewagl.com.au/consumerengagement.

Key themes

- Potential customer confusion.
- Training and accreditation requirements.
- Meter ownership and coordination processes.
- Opportunities for local electricians to expand business through providing services to the Metering Coordinator.

General discussion

The following points were raised during general discussion:

- There will be challenges for the customers associated with who to call when there is a fault, as there will be different responsibilities for the network, the meter and within the building. There will need to be communications to customers by both network and retail businesses, with scripts that help work out who the customer should call. There will need to be a customer education campaign. It was noted that the new smart meters will be able to remotely test for faults.
- How often is there a fault in the meter? A: Around two or three meters fail each week.
- Who owns the meters after the changes? A: The meter may be owned by your retailer, the metering coordinator or another entity. ActewAGL Distribution will not be the owner of any meter installed after 1 December 2017.
- It is expected that the Metering Coordinator will have a range of Metering Providers and will seek out the fastest, most appropriate, provider for any given job. This is expected to lead to shorter turnaround times in meter installations.
- There are expected to be a number of Meter Providers in each market, and they will be directed by the National Market Rules.
- There will need to be communications with the industry around new training requirements and the need for local electricians to get accreditation or endorsement by the distributor to work on the network.
- ActewAGL Distribution is still finalising the new process for energisation of the meter and this is something that will need to be worked out with the retailer to minimise the

need for repeat visits by each party, including ActewAGL Distribution, the retailers' representatives and the electrician.

- What will be the cost of getting the extra endorsement on the electricians licence? A: This is still being determined. Authorisation to work on the network will require an annual refresher course.
- A procedure will be determined about the return of the old meter to the ActewAGL Distribution depot.
- Power of Choice applies to commercial businesses as well as multi-residential properties. It was suggested that an example or case-study also be developed for a commercial customer to highlight this.
- It was noted that in the case of multi-unit construction, while the builder will appoint a retailer who directs a Metering Coordinator and Metering Provider to get the meters installed, the householder/final owner of the building is able to change retailers.
- It was recognised that there may be business opportunities for local firms to be work with the Metering Coordinators as Metering Providers. It was suggested that all electricians would like to have the capability to hang meters.
- It is expected that training and retailer accreditation requirements will be finalised in mid-2017.
- Changes are required to ACT legislation, which is anticipated in early 2017 and will be supported by full community engagement and a communications campaign around the new training and accreditation requirements.
- There were questions about the numbers of different meters that may exist in the future. It was recognised that metering providers will probably need to be able to work more than one meter type.