

Industry Forum Notes

Meeting	Power of Choice Industry Forum
Location	North building, Dame Pattie Menzies House, 16 Challis Street Dickson
Date	24 November 2016 5:00 – 7:00pm

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

- Challenges associated with multi-metered installations, including network boundary and identifying which retailer relates to each meter.
- Meter ownership and management of different metering types across the Metering Coordinator, Metering Providers and Retailers.
- Regulation and potential impact on customers.
- Training and accreditation requirements.

General discussion

The following points or questions were raised during general discussion:

- When the new metering rules come into force and you change retailer, do you get to keep the meter? A: Your meter does not have to be changed. If you change retailers or switch to a new tariff this may trigger a change of your meter but this will be organised by your retailer.
- Who owns the meter under the new system? 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.
- What is being used to communicate with the meter? A: The technology used to communicate with smart meters will depend on who installs and manages it. Different metering services providers may use different technologies; however, Origin has indicated that their providers are utilising 3G technology in the short to medium term.
- When you have a multi-metered installation, how do you know which retailer matches each meter? There will be privacy restrictions also. A: This is a good question and something we will need to consider in more detail. Energy market participants will be able to interrogate the market based on the NMI, but only for the NMIs that they have a relationship with.
- When the customer and meter changes from one retailer to another, how does the new retailer communicate with the meter? The Meter Data Provider will transfer with the meter. Retailers will need to establish relationships with the Meter Data Provider. If the retailer chooses not to work with the current Meter Data Provider then a new meter may be required.

- Are there any implications for Type 7 loads (street lights, traffic lights etc.) that are not metered? A: There will be no change.
- Do you need a different Metering Coordinator for each new type of meter? A: Not necessarily, we expect each Metering Coordinator and Metering Provider to be able to work with a number of different types of meters.
- Where will the regulation sit under the new market structure? A: The market is being opened up to competition so there will be no market or economic regulation. Technical regulation will still apply.
- How will transparency of metering charges be obtained? A: This will be up to the information that the retailer provides to its customers and may be driven by retail competition.
- Does the customer need to sign a contract with the Distributor? A: There are no changes to the contractual requirements between an energy consumer and ActewAGL Distribution. ActewAGL Distribution remains as the 'deemed provider'.
- Who controls disconnections, for example if the customer doesn't pay their bill? A: The distributor will disconnect at the direction of the retailer and the Consumer Framework to protect customers will still exist. The only other times that a distributor will disconnect is for safety or legal reasons which will not be affected by the Power of Choice reforms.
- Is it likely that the installation of the network cable will become contestable? A: The only activities that will be contestable under the Power of Choice reforms are those works related to metering. No work has been done relating to contestability of other services, however, this may be considered in future.
- Is cross-border recognition with NSW likely for the accreditation? A: Mutual recognition laws will apply to any new qualifications or endorsements that are introduced in the ACT. Existing NSW accreditations will also be recognised under the same laws. You will always have to hold current ACT licences, endorsements, etc. to work in the ACT. However, to work in the ACT on the network in the ACT you will need to undertake the ActewAGL Distribution yearly blue book training and have a network endorsement by ActewAGL Distribution.
- Having the network boundary at the service fuse seems reasonable and workable, although the definition may be a bit blurred with respect to multi-metered sites and potentially mini-pillars or pits. A: The S&I Rules will need to be refined to deal with these scenarios.
- Will there be a change in who transmits the power through the network? A: No.
- Type 4 meters are common in commercial premises, are they starting to be rolled out in residential too? A: Yes.
- Is there any change for private generators who are feeding back into the grid? A: No.
- Communication around these changes needs to be on-going. How do customers find out who the retailers are? A: There is a government website that lists the retailers. <http://www.energymadeeasy.gov.au/>

- If ActewAGL Distribution is no longer responsible for approving the location of the meter who is? A: This will be a requirement by the retailer, guided by network requirements that will be set by the distributor. It was noted that with the new meters which can be read remotely, the need to access the meter may not be as important. ActewAGL Distribution will still need to be able to access the service fuse/network boundary.