



## Customer access to information about their energy consumption

Draft determination submissions due by 25 September 2014.

**The AEMC has made a draft rule determination and draft rules in relation to a rule change request from the COAG Energy Council. The draft rules make it easier for customers or their authorised representatives to access their electricity consumption data from their retailer or distributor in an easy-to-understand, timely and affordable manner.**

### What did we decide in the draft rule determination?

In the draft rule determination, we decided to make draft rules that:

- allow customers to request access to their electricity consumption data from their distributor in addition to their retailer;
- allow parties authorised by customers to also request access to their electricity consumption data from retailers and distributors; and
- require retailers and distributors to comply with minimum requirements relating to the format, time frames and costs when a customer, or a party authorised by that customer, requests their electricity consumption data.

The draft rule will make it easier for customers to access their electricity consumption data. This should help customers to better understand their current electricity use and make more informed decisions about new products and services. The draft rule will also help energy service providers to develop and offer innovative products and services to consumers.

We decided not to make draft rules in relation to:

- allowing customers access their data from metering data providers and AEMO; and
- requiring retailers and distributors to provide information on their respective websites, using common terms, about how electricity consumption data is used and who has access to such data.

### What is the rule change request about?

The COAG Energy Council submitted a rule change request that proposed to:

- clarify that customers and their agents or authorised service providers are entitled to request access to their electricity consumption data from either their retailer or distributor;
- require that, upon request, electricity consumption data be provided in an understandable format and in a timely manner; and
- require retailers and distributors to provide information on their respective websites, using common terms, about how electricity consumption data is used and who has access to such data.

The COAG Energy Council's rule change request has proposed changes to the National Electricity Rules and the National Energy Retail Rules.

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**The AEMC is seeking submissions on a draft rule determination and draft rules relating to customers' access to their electricity consumption data.**

It is the first proposed rule in a suite of extensive market changes that will implement the AEMC's Power of choice reforms designed to enable better and more informed consumer choices. The AEMC is currently assessing a series of other Power of choice rule changes, namely: distribution network pricing arrangements; expanding competition in metering and related services; AEMO obtaining better demand side participation information; and reform of the demand management embedded generation incentive scheme.

### **What is electricity consumption data?**

There are different types of electricity consumption data under the National Electricity Rules:

- energy data – refers to data recorded directly from a meter without any processing of that data;
- metering data – refers to energy data that has been collected and processed by a metering data provider; and
- settlements ready data – refers to metering data that has been collected and validated by AEMO and used for billing purposes.

The draft rules only relate to metering data and settlements ready data, which we collectively refer to as 'electricity consumption data'.

### **Submissions**

The AEMC invites submissions on the draft rule determination and draft rules by 25 September 2014.

For information contact:  
AEMC Senior Director, **Richard Owens** (02) 8296 7800  
AEMC Project Leader, **Marc Tutaan** (02) 8296 7800

Media: Communication Manager, Prudence Anderson 0404 821 935 or (02) 8296 7817

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