



INFORMATION

Customer access to information about their energy consumption

New rules to make it easier for consumers to get their electricity consumption data

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

What did we decide in the final rule determination?

The AEMC has made changes to the NER and NERR that:

- allow customers to obtain their electricity consumption data from their distributor in addition to their retailer;
- allow parties authorised by customers to also obtain their customers' 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 new rules make it easier for customers to get their electricity consumption data. Access to this data should help customers to better understand their current electricity use and make more informed decisions about new products and services. The new rules will also help energy service providers to develop and offer more tailored and innovative products and services to consumers.

When do the final rules commence?

Customers and their authorised representatives may request electricity consumption data from retailers and DNSPs from 1 December 2014.

However, the minimum requirements relating to the provision of metering data, such as format, time frame and the number of free requests, take effect on 1 March 2016. This time frame is based on our understanding that AEMO needs nine months to make procedures regarding these issues and industry need a further six months to implement the procedures.

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What is this rule change request about?

This is the first rule determination in a suite of extensive market changes that will implement the AEMC's Power of choice reforms designed to enable more informed consumer choices. The AEMC is currently assessing a series of other Power of choice rule changes, including: 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.

The rule change request was submitted by the COAG Energy Council.

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 minimum requirements in the final rules relate to the provision of metering data.

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