

File Ref: 1299104

21 June 2018

Mr John Pierce
Chairman
Australian Energy Market Commission
PO Box A2449
South Sydney NSW 1235

Submitted online via AEMC website

Dear Mr Pierce

AEMC metering installation timeframes rule change review

I refer to the Australian Energy Market Commission's consultation paper for the metering installation timeframes rule change review.

In section 5.1 of the consultation paper, the Commission asserts that only in Victoria and South Australia are connection timeframes imposed on electricity distributors. The paper (in section 2.2) references the electricity distribution codes in Victoria and South Australia in which distributors must use best endeavours to complete new connections within certain timeframes. The paper also says that there are no jurisdictional instruments that impose, or have previously imposed, installation timeframes for replacement meters; for example, for malfunctioning meters or where a customer requests an upgraded meter due to the installation of solar.

The Queensland Competition Authority (QCA) wishes to advise the Commission that distributors in Queensland (Energex and Ergon Energy) do have set completion timeframes for new connections and various meter-related services. These timeframes are set out in section 3.7 of Queensland Electricity Distribution Network Code, which is accessible on the QCA website (<http://www.qca.org.au/Electricity/Industry/Electricity-Distribution-Network-Code>).

The QCA requests that the Commission acknowledge the existence of the connection timeframe requirements for Queensland's distributors as part of its review.

Should the Commission's staff require further information, they should contact Mr Shannon Murphy on (07) 3222 0555.

Yours sincerely,



Charles Millstead
Chief Executive Officer