

The rule change I propose is to cause electrical rules is

That all electrical suppliers where smart meter readings are used to generate an electricity account disclose a beginning and ending meter reading to the dates used to create the customers electricity account.

This rule change will make reconciling an electricity account see through and transparent to all, which will improve community trust with electricity energy providers. It would reduce the excessive work that is caused by these such accounts to the NSW Ombudsman's office, AER and Electricity supplies as everything would be se through and not appear to be smoke and mirrors and improve the community respect or trust in the whole electricity supply industry in the country.

Background

As a customer in NSW the energy rules re electricity suppliers are great in assisting both the customers and suppliers for fairness.

Since NSW government end of the 60 cent a kilowatt-hour feed in tariff for Solar generated electricity.

It has become apparent to me as a electricity retail customer that the electricity market in not transparent due to the installation and use of the new smart meters.

I had a problem with my electricity provider every since I agreed to the accept the free smart meter to be installed offered by my electrical supplier which at my home premises.

Everything went great with installation and the technician electrician was great. After my second electricity account, it was an accounting mess and I discovered that I was ill informed by the meter provider my electricity supplier, as there was no meter readings disclosed for the beginning of the account period to the end of the account period.

At no time did my electricity provider disclose the format of the account or even how to read the new smart meter correctly.

After an extended period of complaints and assistance by the Ombudsman's office NSW it has become apparent that the smart meter use by the electricity providers appear to be smoke and mirrors to customers who want to double check of their electricity accounts. To date I have found no way to satisfactorily way to correlate my electricity account to match the account that my electricity provider has supplied, as there are no meter readings shown on the account.

Through this investigation I have found out that my electricity provider is not the one who is receiving meter readings that is generated by my smart meter from my electricity use, however my electricity provider supplied a reading at the beginning and end of the billing period, to generate the electricity account.

The only information supplied to the customer is just a kilowatt reading on the account, thus there no way for a customer to correlating the account to match the meter readings which have been taken close to the billing date.

My electricity provider has advised me that they can supply a 3 month period of meter readings generated from my smart meter, unfortunately this request can it take 10 to 20 days for my electricity provider to supply the numbers. This is unacceptable to electrical customers and as stated previously can not be correlated to the produced electricity account for that period.

As you know the old dial meters customers accounts showed a beginning meter reading and end meter reading and the customer can quite easily correlate the account for accuracy.