

## ATTACHMENT 1

### STAKEHOLDER FEEDBACK TEMPLATE

The template below has been developed to enable stakeholders to provide their feedback on the questions posed in this paper and any other issues that they would like to provide feedback on. The AEMC encourages stakeholders to use this template to assist it to consider the views expressed by stakeholders on each issue. Stakeholders should not feel obliged to answer each question, but rather address those issues of particular interest or concern. Further context for the questions can be found in the consultation paper.

#### SUBMITTER DETAILS

**ORGANISATION:** Powershop Australia Pty Ltd

**CONTACT NAME:** Haiden Jones

**EMAIL:** haiden.jones@powershop.com.au

**PHONE:** 0478326289

#### CHAPTER 4 – ASSESSMENT FRAMEWORK

1. Is the proposed assessment framework appropriate for considering the rule change request?	Yes the assessment framework is appropriate.
2. Are there other relevant considerations that should be included in the assessment framework?	No.

#### CHAPTER 5 – SECTION 1 - ISSUES

3. To what extent is it an issue that a retailer is not required to provide to a small customer with an interval meter the start and end meter reading in the bill?	<p>Powershop Australia Pty Ltd (<b>Powershop</b>) has always provided start and end reads for a billing period for all customers, and was not aware that this was an issue for smart meter customers.</p> <p>Given that smart meter penetration in the market will continue to rise, Powershop support removing the transitional rule that only requires retailers to provide the start and end read for the billing period.</p>
a. Is it any different for customers with advanced interval meters?	
4. With more advanced interval meters to be roll out and more digital near real-time solutions/tools available to customers, is it likely that this	As indicated above, Powershop believe that this issue will become more prevalent over time.

issue becomes more or less prevalent over time?	
5. What are the tools offered to customers with advanced interval meters to understand their bill and energy consumption?	<p>Powershop customers with smart meters can make full use of the various tools we offer customers via our smartphone app and online portal, tools such as:</p> <ul style="list-style-type: none"> <li>• Usage graphs;</li> <li>• Heat map;</li> <li>• Solar usage information; and</li> <li>• The ability to enter a meter read.</li> </ul> <p>Appendix 1 contains images of some of the aforementioned tools.</p>
6. What are the tools offered to customers with interval meters (type 5)?	Type 5 metered customers still have access to the same data stated in response to question 5, but the data only arrives quarterly therefore the tools are not as insightful.
7. How many complaints do stakeholders receive related to the issue raised in this rule change request?	Powershop has not received any complaint on the issue raised in this rule change.

## CHAPTER 5 – SECTION 2 – OTHER ISSUES

8. What tools are available to customers with advanced interval meters to understand their use, reading and installation?	Please refer to our response to question 5.
9. Do you consider that the information available for customers is adequate to understand advanced interval meter use, reading and installation?	Powershop find that new digital smart meters are far easier to read than old 'clock' meters and the resources available to customers are sufficient to help customers understand them.
10. What additional information should be publicly available for customers to understand advanced interval meter use, reading and installation?	As stated above, Powershop's view is that there is sufficient information available for customers. Any additional services a retailer wishes to offer will be done as a value-add in a competitive market.

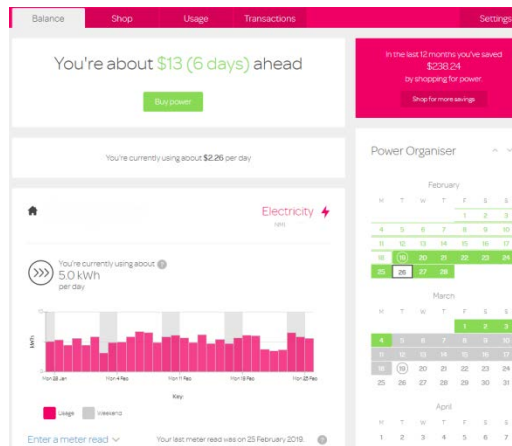
## CHAPTER 5 – SECTION 3 – SOLUTIONS

11. What are the costs and benefits of eliminating the transitional rule?	Powershop find eliminating the transitional rule the cleanest and most effective solution for meeting the rule change intent.
12. What are the costs and benefits of adopting the Victorian solution?	Adopting a Victorian solution should be cost effective and most beneficial for other retailers, because most retailers who retail in Australian Energy Regulator jurisdictions also retail in Victoria.
13. What are the reasons	As previously stated, Powershop currently provide both a start

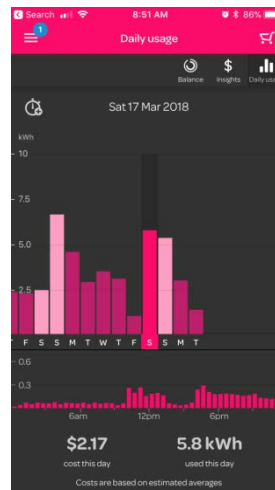
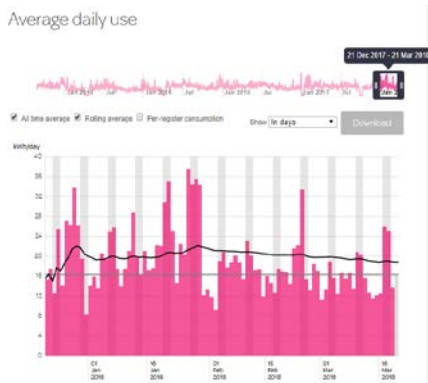
<p>for retailers to exclude cumulative readings in the bills for other NEM jurisdictions when this information is disclosed in the bills in Victoria?</p>	<p>and end read and therefore have no further comment.</p>
<p>14. Are there any alternative solutions to consider that may have greater benefits and/or lower costs?</p>	<p>No comment.</p>
<p>15. To what extent, if any, will the Consumer Data Right reform address the issues raised in the rule change request?</p>	<p>It is still too early to understand how the Consumer Data Right (CDR) reforms will affect energy from an operational perspective, let alone specific issues such as this. But it is important that rule makers and regulators closely monitor how the CDR will impact current and future rules.</p>

## APPENDIX 1: POWERSHOP USAGE TOOLS

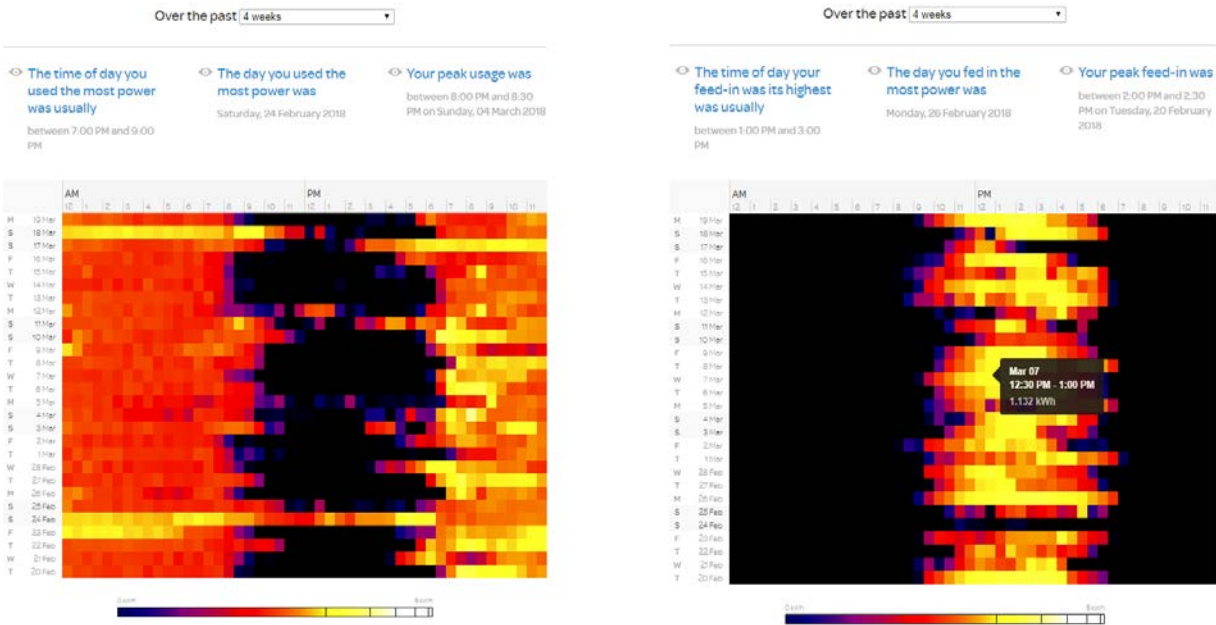
### Powershop portal home screen:



### Usage tracking – portal vs phone app:



Half-hourly interval data heat map for a customer with solar:



Meter read entering screen on the phone app:

