

21 May 2019

Mr John Pierce
Dr Brian Spalding
Ms Allison Warburton
Mr Charles Popple
Ms Michelle Shepherd
Australian Energy Market Commission
PO Box A2449
Sydney South NSW 1235

Submitted electronically

Dear Commissioners

RRC0026 – Bill Contents – Customers with Interval Meters

EnergyAustralia is one of Australia's largest energy companies with over 2.6 million electricity and gas accounts in NSW, Victoria, Queensland, South Australia, and the Australian Capital Territory. We also own and operate a multi-billion dollar energy generation portfolio across Australia, including coal, gas, and wind assets with control of over 4,500MW of generation in the National Electricity Market (NEM).

EnergyAustralia welcomes the opportunity to make this submission to the Australian Energy Market Commission's (AEMC) draft determination bill contents, customers with interval meters.

We are supportive of the draft determination and believe the AEMC has considered the minimal scope of the issue and the likelihood that there are other avenues to achieve a desirable outcome for customers.

The intent of the rule change was to provide customers with the same billing information they had available to them prior to the installation of an interval meter. We understand the confusion that not having a start and end reading can have on a customer that has historically had this information, particularly in the space of verifying consumption.

We are confident customers that require a start and end reading to verify their usage can obtain the required information from retailer web portals, and interval data requests. As more interval meters are installed there will be an increase in data/consumption analysis services and products. The nature of the competitive electricity market suggests that any gap in the market – such as not providing a start and end reading – is an opportunity for a retailer to address the gap in service provision.

If you would like to discuss this submission, please contact me on 03 8628 1704 or Travis.Worsteling@energyaustralia.com.au.

Regards

Sarah Ogilvie

Industry Regulation Leader



EnergyAustralia

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