

11 September 2024

Ms Anna Collyer
Chair
Australian Energy Market Commission
Level 15, 60 Castlereagh St
Sydney NSW, 2000

Upload via AEMC website: [rule change no. ERC 0378]

Dear Ms Collyer,

Accelerated smart meter deployment – draft rule change

ActewAGL welcomes the opportunity to respond to the Australian Energy Market Commission's (AEMC's) directions paper on the accelerated deployment of smart meters in the National Electricity Market (NEM).

ActewAGL is a retailer providing energy to the Canberra region and nearby centres in south-east NSW including Queanbeyan, Goulburn, the Snowy Mountains, Nowra and the South Coast.

ActewAGL supports the additional customer safeguards outlined in the directions paper, which serve to ensure customers can benefit from the energy transition, and that tariff complexity or change is not a barrier to lowering household energy costs. The proposed protections align with the shared focus on ensuring the energy transition is as fair and equitable as possible.

ActewAGL is however, concerned with the timing of the proposed implementation of the customer safeguards. The explicit informed consent measure is proposed to apply to all smart meters deployed from 1 January 2025 and includes a historical bill comparison (among other elements). Given the final determination is only expected to be released during late November 2024, ActewAGL is concerned this does not provide sufficient time to test and implement required billing system changes.

ActewAGL requests that the timing of the commencement of this requirement be reconsidered, possibly for alignment with the commencement of the broader accelerated rollout (i.e. 1 December 2025).

Should you have any questions in relation to this submission please contact Rohan Richardson, Group Manager Pricing, Analytics and Regulatory, by phone: (02) 6248 3592 or by email: rohan.richardson@actewagl.com.au.

Yours sincerely



Rachael Turner
General Manager - ActewAGL Retail