

Viashin Govender

Australian Energy Market Commission

Submission made online at www.aemc.gov.au

30 October 2025

Dear Mr Govender,

Subject: ERC0399 Draft Determination - Real-time data for consumers Rule

SA Power Networks welcomes the opportunity to provide feedback on the AEMC's Draft Determination on the *Real-time data for consumers* rule change (the Rule Change) proposed by Energy Consumers Australia.

We broadly support the AEMC's Draft Determination but consider that further efficiencies can be made in enabling access to real-time data by DNSPs and other authorised third-parties.

Customer consent processes relating to DNSP real-time data access

The Draft Determination notes that *"registered participants should be able to access real-time data from smart meters at no charge to deliver value for consumers"* but that *"unlike accessing other forms of data, accessing real-time data may impact a customer's infrastructure, such as their Wi-Fi network"* and hence *"customers should provide consent in respect of any services that may impact their infrastructure."*

We understand and agree with the AEMC's position on the need to obtain consent where the method of data gathering has genuine potential to impact a consumers internet service. We do not consider, however, that there is sufficient evidence at this stage to suggest that any wireless method of pulling real-time data from a customer meter will have a material effect on the consumers internet service. This is not to say that there is no potential for a negative impact, but rather that the matter has not been fully explored. We see significant consumer benefits arising from DNSP use of real-time data but consider that the requirement for a DNSP to obtain explicit consent from a consumer before accessing their real-time data poses an unnecessary barrier to realising these benefits, particularly where any potential negative impacts of this access are unproven. We recommend that in the development of the *Real-time data procedures*, AEMO engage closely with DNSPs and MCs to determine the real-world impacts on consumer internet services of wireless access to smart meter data, and that chosen methods for enabling access be done with the consideration of minimising these impacts.

We do not consider that DNSPs should be required to obtain explicit consent from or notify a consumer to access their real-time data, whether directly or via another authorised third-party, unless the method of access represents a material impost on the consumers internet connection. Where a DNSPs method of accessing real-time data has the potential to impact the consumers internet connection, DNSPs should be required to notify the consumer of their access, with the consumer provided with the ability to opt-out. This is under the assumption that a technical approach is already in place for the DNSPs to pull real-time data from the meter, noting that the technical solution itself may require consumer consent to implement.

Where there is a genuine potential for an impact to the consumers internet service, and hence a genuine need for a DNSP to obtain explicit consent, we consider that leveraging the existing relationship between DNSPs, retailers and consumers is likely to be the most efficient pathway to gather consent. Customer

records maintained by DNSPs and retailers differ, with the primary holder of the retail account not necessarily aligning with the primary holder of the network connection agreement.

Maintaining the retailer as the key consumer interface for the management of real-time data would ensure that the same customer is contacted for all matter relating to real-time data access. In practice, this would be done by the DNSP requesting that a retailer, on behalf of the DNSP, gather consent from a consumer for the DNSP to access their real-time data. This could be done in bulk, potentially for all relevant customers of a given retailer within the catchment of a given DNSP. In requesting access on the DNSPs behalf, the retailer would clearly articulate the DNSPs use case, any potential impacts to their internet service, and the benefits to that consumer of providing consent. Where a genuine need for consent is identified, this streamlined approach, single point of contact approach increases the likelihood of a DNSP accessing a consumers real-time data and realising the associated benefits.

Accreditation requirements for third-party access to real-time data

The Draft Determination would *“require all parties, who are not already registered participants, to be accredited by AEMO.”* Whilst we understand the benefits of accrediting third-parties to ensure the responsible handling of consumer data, the need for third-parties to be accredited by AEMO may introduce barriers for smaller operators to access real-time data and realise benefits for consumers.

The primary benefits of the Rule arise from the reduction in installation costs of consumer energy resources (CER) such as a solar PV or battery system, with access to real-time data from the meter removing the need to install separate metering for CER. To realise these benefits, every new CER device would need to integrate with the meter and receive real-time data. This would encompass hundreds of different CER device manufacturers, meaning that hundreds of new parties would need to be accredited by AEMO, a significant uplift from the number of accredited parties today. We recommend that the AEMC work with AEMO to ensure that the accreditation framework for real-time data access is as lightweight as possible and does not introduce unnecessary barriers to access.

DNSP use of real-time data in dispute resolution processes

The Draft Determination requires *“metering service providers to comply with information requests from retailers where the retailer has received a request for information or assistance from an energy ombudsman to resolve a complaint or dispute.”* We strongly support the consideration of the use of real-time data in dispute resolution processes and encourage the AEMC to expand this requirement to include compliance with information requests from DNSPs, where the DNSP has similarly received a request from an ombudsman. Including this provision would ensure that DNSPs are able to best manage ombudsman enquiries on behalf of consumers, ensuring that as rich a dataset as possible is available to inform ombudsman decisions.

This inclusion would also align the Rule with the existing Section 85(1) of the SA National Electricity Retail Law, which states that *“a retailer or distributor must provide information and assistance relating to a small customer complaint or dispute to the energy ombudsman on request by the ombudsman.”*

We look forward to continuing to engage constructively with the AEMC to accelerate the transition to a consumer-led energy system. Should you have questions on any aspect of our submission, please contact me at liam.mallamo@sapowernetworks.com.au.



Liam Mallamo

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