



Customer Choice and Minimum Services

30 April 2015

Lumo Energy

- We're an Australian-based home and business energy retailer owned by Snowy Hydro Ltd.
- We sell electricity and gas to homes and businesses in Victoria and New South Wales, and electricity in South Australia and Queensland.
- Through our range of home and business energy offers we service Australians with the energy they need to power their homes and workplaces.
- The combined Snowy Group serves approximately 1 million retail customers.



Minimum Services



Minimum Services Specification

- Meters that are capable of providing services and are connected to a communications network are considered to meet the minimum services specification.
- We believe that the meters that will be deployed can and will do much more for consumers than the delivery of interval data and the services outlined in the minimum services specification.



Remote Disconnection and Reconnection

- Customers will benefit from remote disconnection and remote reconnection as they will have a faster service at a lower cost than a physical disconnection and reconnection. Retailers will enjoy a better customer service standard and customer satisfaction.
- Currently in the market a disconnection can be raised by a distributor or a retailer of the customer. This is consistent in the new rules.
- For a reconnection, it can be raised by a distributor, the current retailer or the new retailer of the customer. This is not consistent.
 - The ability for the new retailer to organise this service is usually employed in the following scenario:
 - Customer moves in and realises the power is off. They ring their retailer of choice to be connected.
 - Retailer raises the service and organises a retail contract to be provided to the customer. Additionally they raise a transfer request in the market systems.
 - The customer does not have to wait for the reconnection while the lengthy market transfer process takes place.

Remote On-Demand Meter Read

- Customers will benefit from this service as retailers can provide better customer service outcomes – for example being able to conduct a real-time check of their meter whilst querying a bill, or organising a final read upon move out. Again, this is beneficial for retailers who can provide better levels of customer service and customer satisfaction.
- Access to this service is available to:
 - MC
 - MP
 - MDP
 - LNRP
 - FRMP
 - Registered Participant with a financial interest in the meter or the energy measured by the meter
 - Customer
 - Customer's authorised rep
 - AEMO
 - Ombudsman
 - AER

Remote Scheduled Meter Read

- The customer benefit of a remote scheduled read is the efficiency gained of no longer requiring a manual read. For some customers where meter access has been an issue—as well as receiving a more accurate bill their gardens, locked gates and dogs will also be winners!
- Access to this service is available to:
 - MC
 - MP
 - MDP
 - LNSP
 - FRMP
 - Registered Participant with a financial interest in the meter or the energy measured by the meter
 - Customer
 - Customer's authorised rep
 - AEMO
 - Ombudsman
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Other Remote Services

Meter Installation Inquiry

- Being able to retrieve information from the meter on its energisation status and other information will benefit retailers and their customers. Power at a premise will be available when the customer moves in and there will be an ability to provide reassurances that electricity supply is provided safely at the premise.

Remote reconfiguration

- This allows the retailer and the distributor to remotely access the meter and reconfigure it. This will be a benefit to customers as any network tariff changes, introduction of PV or the activation (or deactivation) of a data stream can be done remotely. This will improve the customer experience rather than waiting for these benefits whilst a manual reconfiguration is completed on site.



Customer Choice



Customer Choice

- We support the proposal that customers who have a faulty or end-of-life meter will not have the ability to opt out.
- We support customers having to opt in to benefit from a new product and/or service level that requires an advanced meter.
- We support the ability for customer's to opt out of a retailer led deployment where they have not selected a product that requires an advanced meter.

