



Customer access to information about their energy consumption

Consultation paper submissions are due by 5 June 2014.

The AEMC is consulting on a rule change request from the COAG Energy Council that proposes to make it easier for customers to access their electricity consumption data from their retailer or distributor in an understandable format and in a timely manner. It also proposes changes to help customers understand how their electricity consumption data is used.

What is the rule change request about?

The COAG Energy Council (formerly called the Standing Council on Energy and Resources) submitted a rule change request that proposes to:

- clarify that customers and their agents or authorised service providers are entitled to request access to their electricity consumption data from either their retailer or distributor;
- require that, upon request, electricity consumption data be provided in an understandable format and in a timely manner; and
- require retailers and distributors to provide information on their respective websites, using common terms, about how electricity consumption data is used and who has access to such data.

The COAG Energy Council's rule change request proposes changes to the National Electricity Rules and the National Energy Retail Rules.

The COAG Energy Council's rule change request stems from certain recommendations in the AEMC's 2012 power of choice review and includes a component of the COAG Energy Council's work on the implications for privacy if smart meters are rolled out.

What is electricity consumption data?

There are different types of electricity consumption data:

- energy data – refers to data recorded directly from a meter without any processing of that data;
- metering data – refers to energy data that has been collected and processed by a metering data provider; and
- settlements ready data – refers to metering data that has been collected and validated by AEMO and used for billing purposes.

The COAG Energy Council's rule change request only relates to metering data and settlements ready data, which we collectively refer to as 'electricity consumption data'.

The AEMC is seeking submissions on a rule change request relating to customers' access to their electricity consumption data.

Proposed time frames for the rule change request

The AEMC proposes to assess the COAG Energy Council's rule change request under the following time frames:

- close of submissions on the consultation paper – 5 June 2014;
- publication on the draft rule determination – August 2014;
- close of submissions on the draft rule determination – September 2014; and
- publication of the final rule determination – November 2014.

For information contact:

AEMC acting Senior Director, **Richard Owens** (02) 8296 7800

AEMC Project Leader, **Marc Tutaan** (02) 8296 7800

Media: Communication Manager, Prudence Anderson 0404 821 935 or (02) 8296 7817

Date 8 May 2014