

11 February 2021

Ms Alisa Toomey
Australian Energy Market Commission
GPO Box 2603
Sydney NSW 2000

Via online submission

Dear Ms Toomey

RE EMO0040 – Review of the regulatory framework for metering services

TasNetworks welcomes the opportunity to respond to the Australian Energy Market Commission's (**AEMC's**) consultation on the review of metering services.

TasNetworks is the Transmission Network Service Provider (**TNSP**), Distribution Network Service Provider (**DNSP**) and Jurisdictional Planner in Tasmania. TasNetworks is also the proponent for Marinus Link, a new interconnector between Tasmania and Victoria. The focus in all of these roles is to deliver safe, secure and reliable electricity network services to Tasmanian and National Electricity Market (**NEM**) customers at the lowest sustainable prices. Therefore, TasNetworks supports the review to investigate whether changes are required to improve the efficiency and effectiveness of the regulatory framework for metering services, especially in considering consumer outcomes and experience.

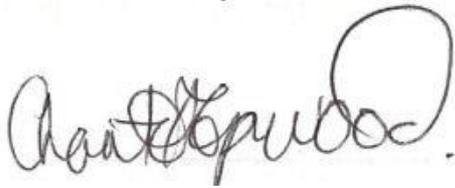
TasNetworks supports Energy Networks Australia's (**ENA's**) submission. In addition, TasNetworks would also like to make a further comment in relation to less than optimal customer outcomes arising from metering competition.

Since the introduction of metering competition, some customers have been disadvantaged where multiple parties have been needed to be coordinated to be onsite to perform connection activities and energise meters. With there being multiple parties involved the accountability for the overall process when performing customer requested electrical work (e.g. new connections and alterations) is unclear. As a result, it is difficult for customers and electrical contractors to know who to contact and when. In some instances, this is adding significant time to simple connections works and creating frustration for all parties.

To improve customer outcomes, the costs and benefits of allowing the DNSP to have the option to perform metering activities on behalf of the nominated Metering Provider should be further considered. Revising the approach to the current legislation, such as allowing DNSPs to participate in this market, would potentially benefit the industry and reduce costs. However, for DNSPs to participate in this market would also require a change in the Australian Energy Regulator's ring-fencing guideline.

Should you have any questions, please contact Tim Astley, Network Reform and Regulatory Compliance Team Leader, via email (tim.astley@tasnetworks.com.au) or by phone on (03) 6271 6151.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Chantal Hopwood'. The signature is fluid and cursive, with a large loop at the end.

Chantal Hopwood
Leader Regulation