

14 October 2021

Energy Senior Officials

Submitted to: ElectricityConsultation@industry.gov.au

Dear Madam/Sir

RE Consumer Data Right for Energy – NEL/NER amendments Consultation

TasNetworks welcomes the opportunity to respond to the Energy Senior Officials' draft amendments to the National Electricity Law (**NEL**) and National Electricity Rules (**NER**) required to extend the Consumer Data Right (**CDR**) to the energy sector.

TasNetworks is the Transmission Network Service Provider (**TNSP**), Distribution Network Service Provider (**DNSP**) and Jurisdictional Planner (**JP**) 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. TasNetworks is supportive of initiatives that encourage greater competition and innovation that help consumers better manage their energy use and make informed decisions about personal energy investments.

TasNetworks is concerned that the amendment to NER rule 7.15.5 will place an obligation on DNSPs to provide NMI Standing Data to customers. As indicated in the consultation paper, it is unlikely there will be many requests as there is an expectation that "third party service providers seeking access to consumer data will use the CDR system rather than the existing mechanism under the energy laws". Regardless of the forecast volume of requests, to ensure compliance when they do occur, DNSPs will have to develop a process to manage these requests. Establishing processes, ensuring resource availability and modifying systems all involve costs which will eventually have to be met by customers.

There is an additional challenge in verifying if the requesting party has the appropriate access rights. Currently we do not retain much information on customers that can be used to verify they are authorised to receive data. For business customers, we have to establish that the person making the request is authorised within the business to receive the data. For third

parties this process is even more complex and potentially cannot be achieved in a timeframe that provides the customer with their desired level of service.

TasNetworks questions whether adding additional data provision requirements to DNSPs is required when the CDR provisions can be met through either the Australian Energy Market Operator (**AEMO**) or retailers.

As identified in the explanatory note, the data AEMO may be required to hold for the CDR could expand over time. This will come at a cost. The proposal is that AEMO could recover additional costs through participant fees. One of the drivers for the CDR reforms is to assist third parties, for example providers of bill comparison services, to provide assistance to customers to obtain savings or make the most of any energy related investments they have made. These third parties will financially benefit from the access to customer data. However they are non NEM participants and thus not exposed to AEMO's participant fees. It would be justifiable to allow AEMO to recover costs from all parties that benefit from access to the data. This would have the benefit of placing some discipline on the number of requests and thereby AEMO's costs.

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 faithfully

A handwritten signature in black ink, appearing to read 'Chantal Hopwood', with a large, stylized loop at the end of the signature.

Chantal Hopwood
Leader Regulation