

Roundtable Masterclass: The Transforming Energy Market  
Sydney - 27 June 2018

# Access to Consumer Energy Data

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# Overview of session

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- Value of Energy Data
- Example Use Cases
- Consumer Data Right
- Current Processes and Reviews
- How all consumers can benefit



# Value of Energy Data

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“Big data and the internet-of-things will drive innovation and create new business opportunities that transform residential, commercial and industrial energy use.

...

The retail electricity market must operate effectively and serve consumers' interests. Improved access to data is needed to assist consumers, service providers, system operators and policy makers.”

— **Finkel Review**



# Consumer Energy Data

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- Consumer Energy Data includes:
  - Metering data (e.g. summary level consumption in past two years, detailed data showing electricity consumption data in 30-minute intervals)
  - Standing/connection point data (e.g. NMI, supply address, meter type)
  - Customer data (e.g. account holder name, contact details)
- Already an existing right for consumers to access their own metering data



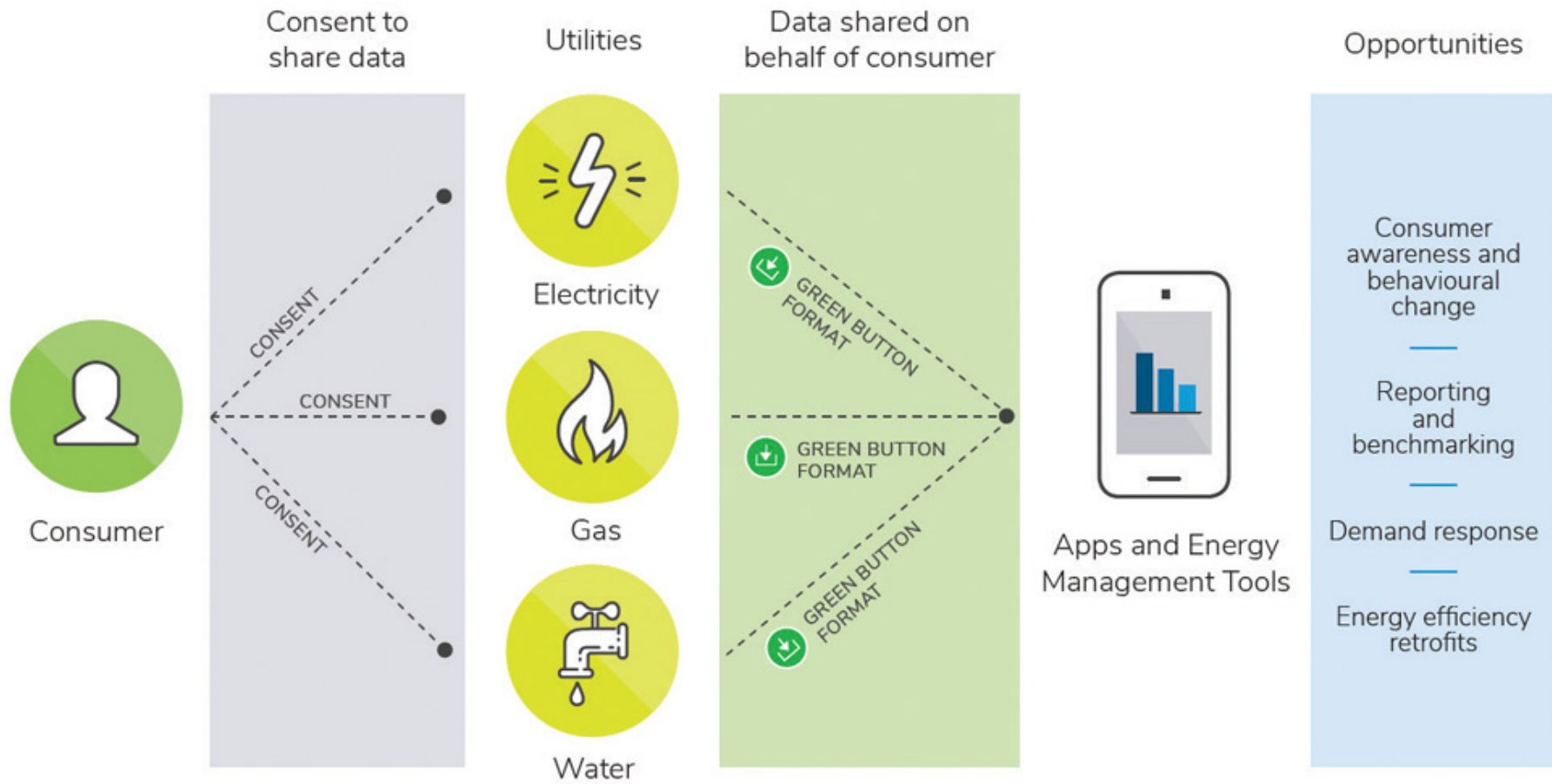
# Examples of Energy Data Applications

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- Track usage profile to:
  - Reduce usage
  - Shift high-peak usage
- Authorised third parties can develop tailored, value add services to:
  - Advise on best retail tariffs
  - See benefits of investing in solar & recommend size and type of system
  - Predict pay-back from Distributed Energy investment



# Green Button Initiative (US)



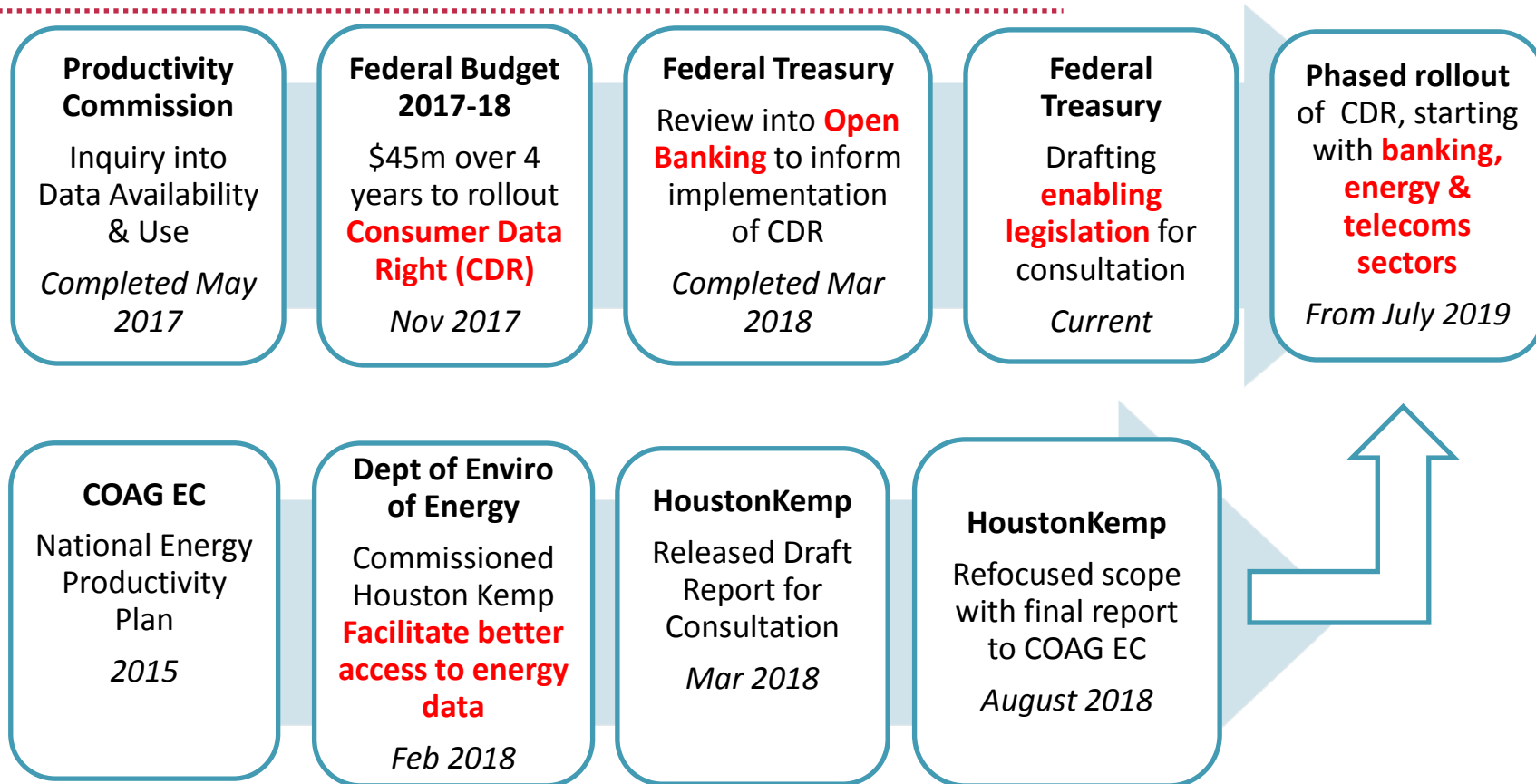
# Consumer Data Right (CDR)

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- The CDR is a **right for consumers to choose** to access their own data and direct its transfer to accredited, trusted recipients or third parties
- Data will only be shared at the **direction of the consumer**
- Consumers **must give consent** for how their data will be used
- All data recipients who receive consumer specific data **must be accredited** and meet **technical standards** r.e. privacy, data format and security
- The CDR will be established primarily via amendments to the *Competition and Consumer Act 2010* and the *Privacy Act 1988*
- Regulatory model establishes **rules** and **standards** for transfer and use of consumer data (ACCC and OAIC)



# Current Processes





# Related Projects & Processes

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**Energy Consumers  
Australia**

Data Portability  
Project

*July 2017 -*

**COAG Energy  
Council**

NEM Data  
Strategy

*Mar 2018 -*

**CSIRO**

Energy Use Data  
Model (EUDM)

*2015 - 2022*

**Victorian Gov**

\$1.9m for concept  
study into Energy  
Data Hub



# How can all consumers benefit?

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- Only 0.5% of consumers have requested metering data via an authorised third party under current arrangements
- Likely due to current processes being slow and cumbersome (can take up to 10 days for a single data request)
- How do we ensure all consumers benefit from the consumer data right and not only prosumers?
  - Framework needs to be customer focussed
  - Any platform/processes for accessing consumer data should be easy to use (should not unreasonably ‘lock out’ participants or prevent access to new products or services)
  - Need to build consumer trust by ensuring privacy and security are protected



# Implementation of the CDR

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- System design must ensure that:
  - Consent is genuine, clear and unambiguous
  - Option for consumers to opt-out
  - Privacy risks are appropriately managed
  - Safeguards are in place to protect and prevent fraud
- Legislative framework will establish clear principles of rights and liabilities of consumers, data holders and data recipients



# Questions?

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# Value of Energy Data

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## System and market operations

- Optimising distributed systems and market operations in real-time
- Data collected by AEMO from generators, network businesses, consumers (e.g. meter data)

## Market Transparency

- Supports decision making and access to services for all market consumers, particularly consumers
- Should support competition and innovation

## Regulation and performance monitoring

- Data collected by AER and other regulatory bodies to monitor regulatory and performance outcomes
- Helps guide market reform and policy development

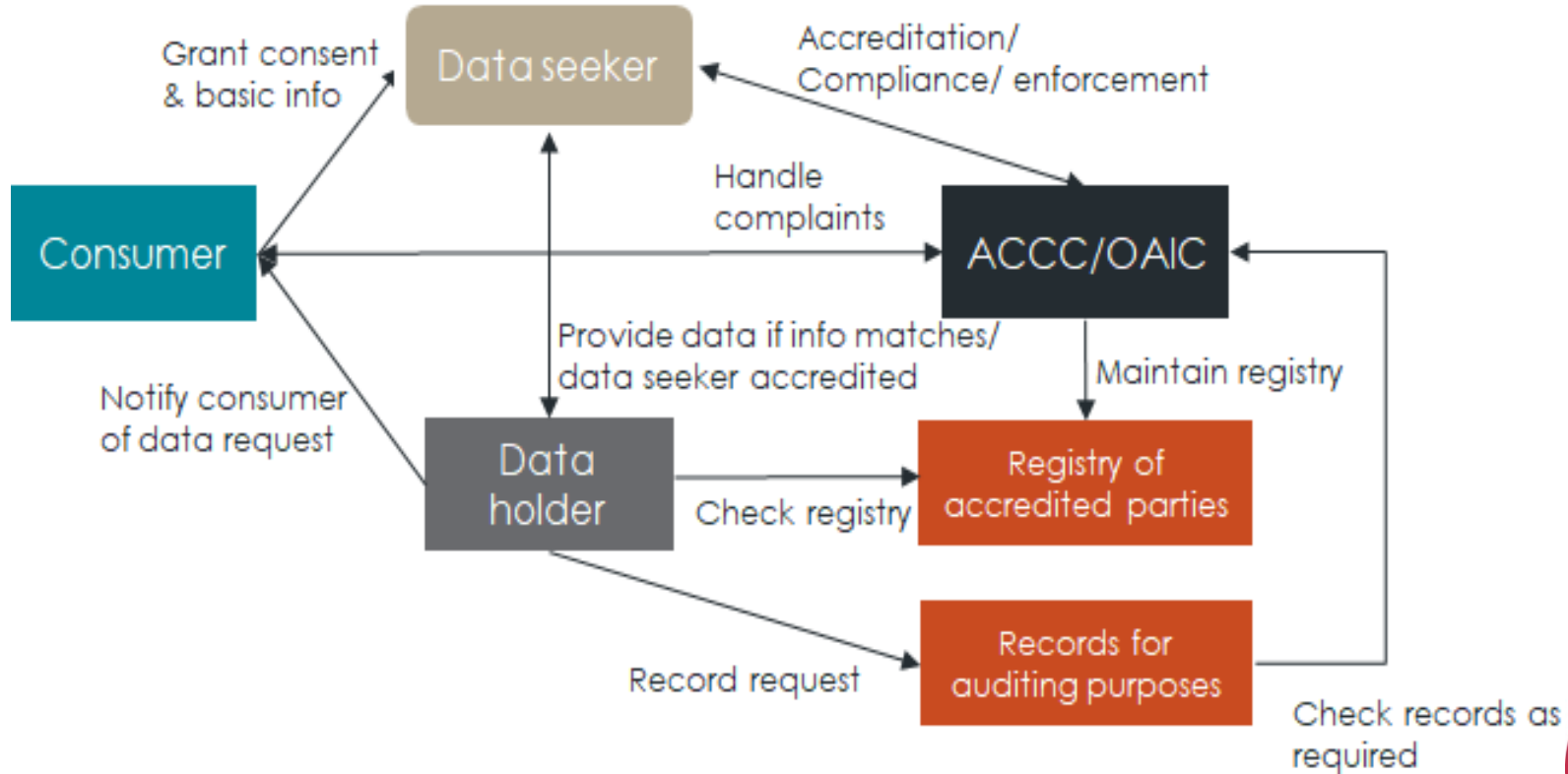
## Planning and Investment

- Data to inform planning and investment decision making
- Examples: real-time and forecast supply and demand data, network loads, planned investments

## Research and Policy Making

- Data produced by research and analysis by researchers and policy makers to identify trends
- Informs policy development, improves forecasting capability

# How a CDR might work in the energy sector



Source: HoustonKemp

