



NATIONAL CONSUMER ROUNDTABLE ON ENERGY
1 MARCH 2019

Jurisdictional Mapping



NSW

- ▶ NSW DNSP revenue determination and tariff setting. Marked improvement on previous years, room for more. Litmus for engagement and negotiation.
- ▶ \$4.6B of new transmission cost in pipeline for interconnectors, strategic transmission investment and S2. Who will pay, how, when? PIAC has a model.
- ▶ An “interesting” range of programs have been shoehorned into “climate change action”.
- ▶ NSW election in March. Energy related pledges a mix of the sublime and ridiculous.
- ▶ Energy switch and cost of living through Service NSW: something that others could learn from. Social program code changes too (if and when finalised)
- ▶ Wholesale Demand Response Mechanism: TEC, PAIC, and TAI. Gentailers and their fans, don’t like it, everyone else - ACCC, AEMO, consumers – does.



QLD

- ▶ Energy Queensland (comprising Energex and Ergon) submitted their regulatory proposals for 2020-2025 on 31st January
- ▶ Tariff Structure Statement is a 'placeholder' – further engagement to be conducted over the next 6 months
- ▶ Queensland Government has commenced a review of the National Energy Retail Law in Queensland – submissions 22 March
- ▶ Also reviewing Queensland Electricity and Gas Distribution Laws
- ▶ Changes to legislation needed to enable the Queensland Energy & Water Ombudsman to provide dispute resolution services for residents in embedded networks are estimated to take 18 months to 2 years
- ▶ Queensland Competition Authority are reviewing GSLs and setting prices for regional Queensland



South Australia

- SAPN regulatory proposal for 2020-25 lodged. Key issues for consumer response: application of AER new tax guideline, opex productivity, IT, future network
- ElectraNet and the new interconnector with NSW as well as upgrading Eyre Peninsula upgrade and introduction of 4 proposed synchronous condensers. Significant RiT-T processes.
- Administration of SA Energy concessions being reviewed by SA Department of Human Services. This has been a long time coming as SA processes have been excessively cumbersome.
- SA regulator has recently developed revised reliability standards for electricity and revised GSL payments arrangements
- AGIG is playing a lead role in hydrogen economy developments and involving consumer interests
- A new process for water regulation is being applied for the SA Water determination 2020-24. Process involves a consumer experts group setting some priorities as well as a consumer negotiation committee of 3 consumer nominees to negotiate directly with SA Water in developing their regulatory proposal



Tasmania

- ▶ **TasNetworks Revised 2019 -2024 Regulatory Transmission and Distribution Proposal** submitted to AER Nov 2018 - Final determination by April 2019
- ▶ **Project Marinus – 2nd Interconnector:** announcement by PM of \$56 million to fast track the development
- ▶ **Ist Energy** - new player in the retail market - cautious optimism regarding competition
- ▶ **Aurora Energy –Pay As You Go (APAYG)** decommissioned December 2019 – New product APAYG+ app
- ▶ **Electricity Supply Industry Amendment (Price Cap) Bill** – electricity price increases capped until 2021
- ▶ **Feed in Tariff Review** – Regulator final report and determination expected by April 2019.



Western Australia

- Rising prices and rising disconnections
- Hardship Utility Grants – shift to third-party only applications
- Horizon MyPower plans – Broome and Port Headland
- Western Power Network Access Arrangement 4 – expected to come into effect on 1 July 2019
- Kalgoorlie-Boulder VPP trial in development, peer-to-peer renewable energy trading trial, stand-alone power system rollout in South West
- Albany wave energy project – future questionable



ACT

- ▶ EN19 final stages of dialogue
- ▶ ACT Climate Change Mitigation Strategy implementation planning
- ▶ ACT Energy Consumers Policy Consortium projects – rental housing energy efficiency, expansion of NILS categories, health impacts of energy deficiency, consumer awareness and confidence re demand based tariffs
- ▶ Expanding retailer measures to respond to and reduce energy hardship
- ▶ Dialogue with ICRC on Utility Consumer Code and Pricing models



Victoria

- The Payment Difficulty Framework went live on 1 January. It is early days some positive change can be observed so far.
- Family violence reforms for energy retailers – ESC draft decision due March 2019
- The Victorian Default Offer mechanism for the reregulation of default offers will be in place on 1 July. A draft decision is due ‘early to mid’ March and will include proposed ‘bottom up’ flat tariff pricing methodology.
- Utility Relief Grants’ caps were raised from \$500 to \$650 every two years last July. Changes to improve access are due ‘mid 2019.’
- A range of changes to bills and marketing are on their way for 1 July
 - Standardised fact sheets
 - ‘Clear advice entitlement’ to notify of the best offer
 - Marketing to be GST inclusive
- A commitment to restrict conditional discounting to actual retail costs saved, 12 month fixed pricing and rolling customers onto the nearest offer when their offer expires will be implemented mid 2020

Victoria (cont'd)

- Election commitments on the way?
 - Banning win backs and saves
 - Banning door to door and cold-calling
 - 'Cracking down' on performance bonuses
 - Increasing penalties for misleading information to the regulator, civil penalties to \$250,000
 - Reducing back billing to 4 months from 9
 - More regulator powers, a fund for prosecution and a new commissioner with enforcement focus
- Solar Homes – rebates and NILS for Victorian households to get solar systems, batteries and solar hot water
- Consultation will soon begin as to what do following the end of moratoriums on cost reflective pricing and contestable metering in 2020.
- Network reset process beginning for five electricity networks
- Residential Tenancy Act changes from just before the election included powers to regulate energy efficiency in rental housing.
- Review of the whole Electricity Retail Code to make it a consumer-centric, principles-based regulatory instrument. Is on the horizon.

THANK YOU

