



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 31<sup>st</sup> 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 – 2<sup>nd</sup> 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
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# 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