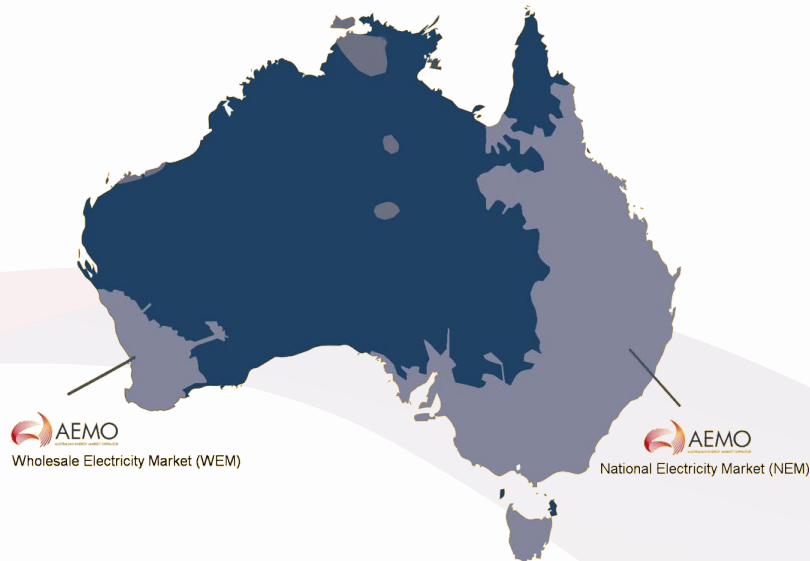




# Consumer data right

Providing value to Australian consumers

# About AEMO



AEMO is independent, providing critical planning, forecasting and power systems information, security advice and services.



AEMO exists to ensure services are delivered to consumers – reliability, securely, efficiently, at least cost, by creating a level playing field and facilitating consumer choice.



We operate the market and power grid in Australia's eastern and south-eastern seaboard



We operate wholesale gas markets across south-eastern Australia and Victoria's gas pipeline grid.



We operate retail markets in gas and electricity – facilitating business to business and market processes to deliver services to consumers.

# The Consumer Data Right

What are we trying to achieve?

Improved **data liquidity and access:** consumer data by authorised third-party service providers to enable better services to consumers.

**Timely** access

**Data security:** privacy and confidentiality of consumers' information

**Outcomes for consumers**

**Minimise cost and duplication** to the consumer and relevant industry sectors

Efficiency of **relevant markets**, promoting **competition** and **innovation**

**Economy wide**, while respecting the respective sectors

**Flexible** and **adaptive** as the industry changes

# The energy landscape

Data plays role in system operation and transactive markets

- Independent **system and market operator** to deliver energy services and **work with the industry to facilitate** the delivery of services to **consumers**.
- Data plays a key role in both **system operation** as well as facilitating **transaction-based markets and processes** to deliver outcomes to consumers.
- The **energy landscape is changing** and so too are the relationships with the consumer.
  - consumers will have **multi-party relationships** with a range providers.
  - **No one person holds all the data sets** in the energy industry.
  - Consumers **switch readily** and this is likely to increase with the implementation of the ACCC recommendations from Retail Enquiry. Including reduce switching to 2 days.
  - Parties need **at least 12 months** worth of data to take account of seasonal and other factors in delivery of services.

# The energy landscape

A range of players – large & small servicing consumers

- There are **over 268 registered** Financially Responsible Market Participants in NEM servicing over **10m individual connection points**.
- Mix of large and small players. **Over 70% of retail customers outside QLD are serviced by 3 retailers** and **over 87% by 6**.



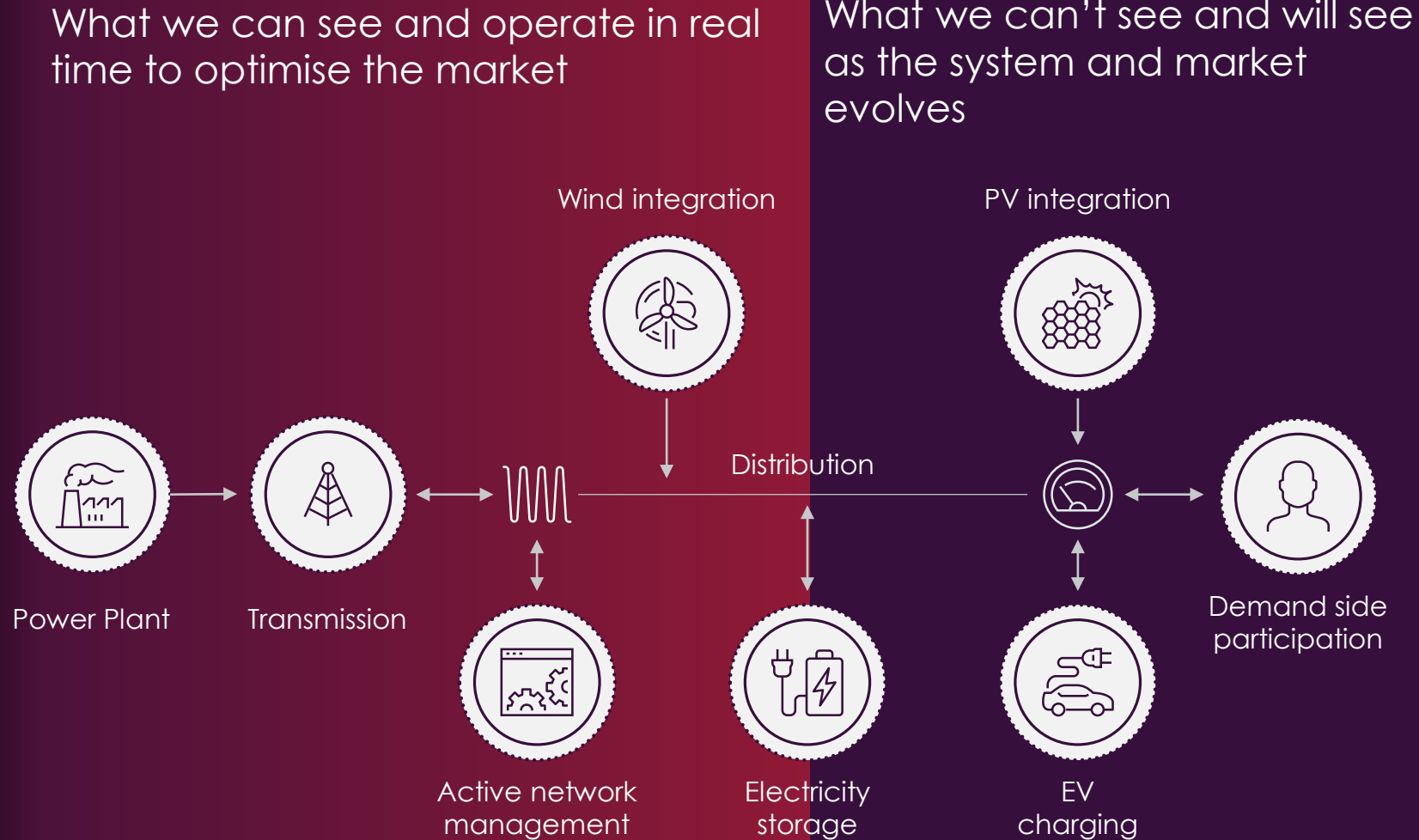
- Two of the key objectives of the CDR program are to **promote competition and data-driven innovation**.



- The development of the CDR in energy **must consider these objectives**, along with the state of competitive forces in the energy markets.

# The energy system is evolving....

- Whole of system optimisation as we move to a two-way system and DER gains access to the market
- More data to run the system and market more efficiently
- Dealing with more players and their needs – existing and new entrants
- Multiple data inputs from more sources
- Digitalisation



# The history of shared market protocol – e-hub

Communication platform, connecting industry, to enable delivery of consumer service

## Pre-2015: AEMC access review.

Recommended SMP to Promote competition, reduce duplication, and reduce barriers to new energy service companies without inhibiting innovation in communication method

## 2016: gas e-hub

Supporting SA, Vic, NSW/ACT, Qld

## Dec 2017: Power of Choice (extend to electricity)

multiple parties; Common transactions and peer to peer; Multi protocols - ebXML, json etc), LVI – for small players

## Now – 2020: enhancements

Minimise schema impacts, Enhance B2M – APIs, Big data processing, API market place and self services, CDR compliant, etc

2015

2020

Last 30 days

15-20 API participants  
663 FTP participants

2.3 million API transactions  
10.8 million FTP transactions

Supports both wholesale and retail processes

Participants use marketnet & internet & APIs

# Leveraging the enhanced e-hub to deliver CDR

Facilitating data liquidity, reducing barriers to trade and access, and the creation of valuable data products and services

- **Connecting data holders and authorised data parties**
- **Cost and time efficiencies across the sector:**
  - Reducing duplication in processes, complexity in exchange processes, and needing to go to multiple parties to gain necessary data.
  - Improved, holistic planning and forecasting analysis to the market.
- **Opportunity to develop a model that will:**
  - Evolve to include additional data
  - Be flexible and adaptive to different business models and market design constructs
  - Enable greater services to consumers, such as comparative sites and switching processes.
  - innovative service offerings.
- **Gas and electricity solution**





**AEMO  
acknowledges  
consumers'  
number one  
concern**



**We are leading a cyber security uplift program across industry. This includes data security.**

# CDR in 2019

Where to from here?

Over the course of 2019, AEMO will work with our colleagues in ACCC, Data61, and industry to progress data model.

CDR has the potential to change the face of data provision and services in the energy sector in Australia.



CDR legislation and rules in energy are expected to come into effective mid to late 2020.

AEMO open to using prototypes to inform the regulatory framework. Evidence based that can scale rather than theoretical and big bang approach.