



Energy & Water  
Ombudsman NSW  
Free, fair and independent

# Energy Data – what's in it for consumers?

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## > An interesting topic!

“With new power comes great responsibility. Is the CDR just a new opportunity for things to go wrong? How do we encourage and maintain trust?”

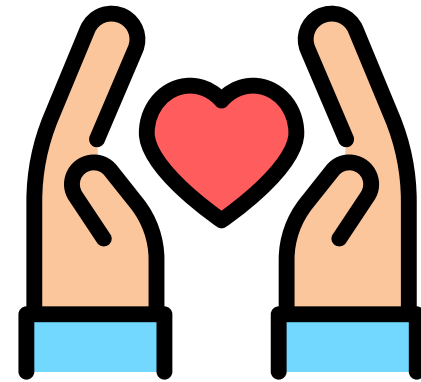
- Two questions
- One journey
- Three risks
- One dilemma

## ➤ CDR and how we *encourage and maintain* trust?

Q1. The first question is ....

how do we firstly, re-build trust?

- Trust in who? Retailers, government, networks, regulators, generators, media, retailers, Ombudsman offices – the sector?
- Trust in what? pricing, contracts, service, data?

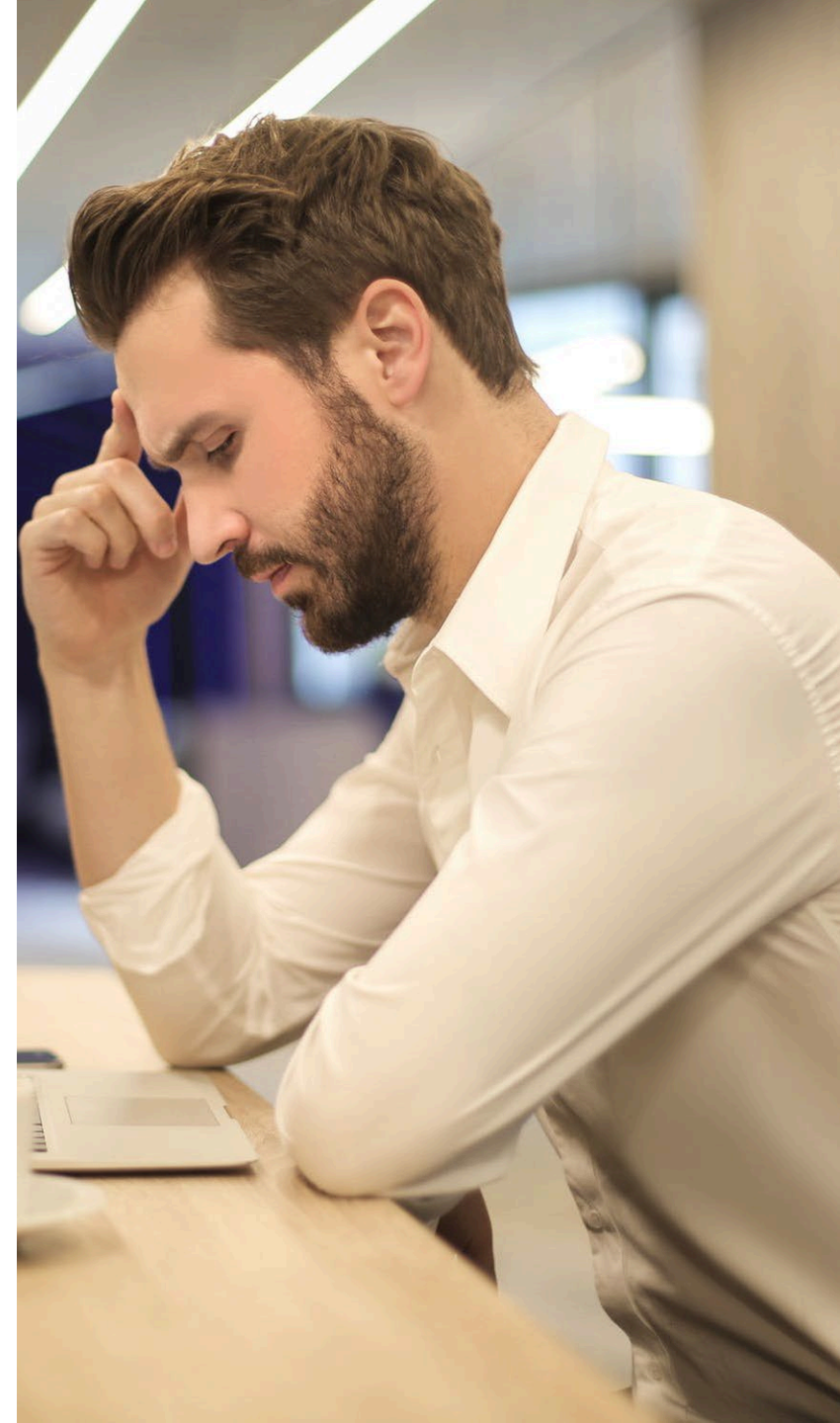


We won't resolve these issues now, so let's leave that to the Q&A part of today's session.

## ➤ On the question of CDR and EDR?

### Q2a. Whose role is it?

- In the EDR arena, is it the energy Ombudsman, the South Australian Ombudsman (statutory as AEMO's legislation originated in SA) or the Commonwealth Ombudsman if a new entity is established?
- Or could it be the Office of the Australian Information Commissioner – privacy?
- Or the Australian Financial Complaints Authority; the Telecommunications Industry Ombudsman - but not for the entire complaint, just the relevant bits.
- Most customers won't want to deal with multiple forums – but a few may want to forum shop!



## ➤ Again, on the question of CDR and EDR?

### 2b. Where does industry sit in this space? And what about regulators?

- If either want to rely on the role of EDR schemes, all involved need to be aware that we now have entities providing energy and telco services and some issues will creep into the financial services sector arena.





## ➤ CDR – the Ombudsman journey so far

### What we have done so far

- ANZEWON identified that our offices were included at a late stage in the proposed model for CDR
- We identified the broader implications for Parliamentary Ombudsman and extended consultation to include those offices and more broadly, ANZOA
- We reached out to the Commonwealth Ombudsman and South Australian Parliamentary Ombudsman, both of whom identified the need to be involved in the process
- We are continuing discussions with key stakeholders including the AER, the AEMC and the ACCC, which is leading the energy CDR implementation planning.
- We are beginning to explore mechanisms which could effectively resolve complaints split across AFCA, TIO and energy Ombudsman?

## > Three key risks

1

How do we prevent CDR creating a greater divide between customers who can opt in and the customers who experience vulnerability who could/would get left FURTHER behind.

2

What is the role of unregulated third party entities?

3

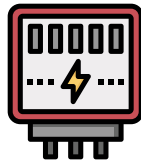
What will stop regulated retailer entities having a direct competitive interest in their customers not having access to their own data.

## ➤ One Dilemma, or a few actually

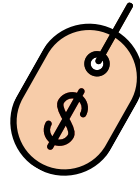
It's not all about data and CDR when it comes to EDR evolution



Emerging technologies, products and services



Behind the meter



Pricing - pressure on getting it down and who is responsible?



Data – before and after CDR



Affordability – this will never go away



## ➤ Summing up!

- The current EDR model proposed for EDR energy CDR does not ‘fit’ with the set up of energy Ombudsman schemes, which are membership based
- We do not have jurisdiction over AEMO – a public body with statutory functions - which is one of the entities that could provide data to customers
- As the recent expansion of our jurisdictions to include exempt entities operating embedded networks shows, our model is flexible and we are open to further change – provided it is well managed.
- We need to be involved in the discussions to ensure we can be part of what is being proposed. This protects the interests of our current members.
- More importantly it protects the interests of consumers – and done well, will contribute to increasing trust.
- There are many other converging issues which have to be on the EDR agenda.





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