

Foresighting Forum 2019

# Take Charge

*Data powering better energy outcomes for consumers*

*Background Paper And Program*



**ENERGY  
CONSUMERS  
AUSTRALIA**

# Take Charge

*Data powering better energy outcomes for consumers*

## BACKGROUND

**Delivering affordable, individualised energy services for Australian households and small businesses, and optimising an increasingly decentralised energy system, depends on data.**

While 2018 was a busy year in data, we anticipate that the work underway will create a foundation for the detailed structures that will empower consumers. We also anticipate that the work will start with a supply-side focus and we will need to consider how to meet consumers where they are, how they use energy and engage in the market.

Foresighting Forum 2019 is the only event that:

- ✓ brings all stakeholders together in one room
- ✓ to focuses on “wicked problems”
- ✓ with consumer interests at the centre of discussions
- ✓ using sustained sector wide collaboration and communication approaches
- ✓ based on evidence and principles not positions

The objective of Foresighting Forum 2019 is to develop a shared understanding of the use of data in delivering affordable, individualised and optimised energy services.

The objective of the forum isn't just that information is shared, it is that participants do something different to what they might have otherwise done in 2019.

## FORUM THEME

Recognising that data is a critical enabler of choice and shifting power to consumers, our theme for 2019 is:

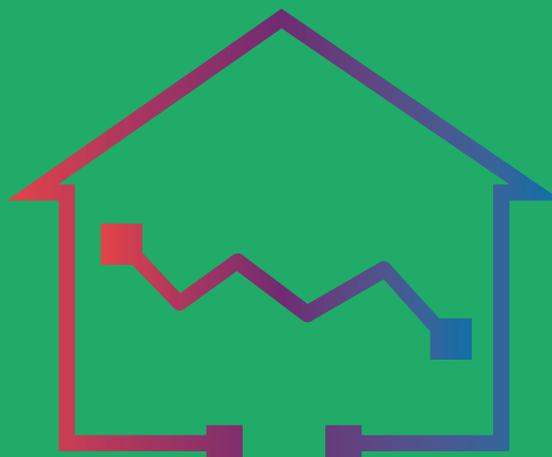
**Take charge:  
Data powering better energy outcomes for consumers.**

### DAY 1

**will focus on how data can unlock benefits for consumers and the development and implementation of the Consumer Data Right.**

### DAY 2

**will focus on how data can bring about a more dynamic energy services market and empower consumers to take greater control of their energy use and costs.**



## FORMAT

Energy Consumers Australia has worked with advocates, policy makers, researchers and industry to develop an agenda that tackles data issues from all angles, starting with the consumer. The Forum builds on David Havyatt's work over the past two years on data portability: making meter data available quickly and conveniently to third parties such as comparison sites and energy service providers to deliver a seamless and trusted experience for consumers.

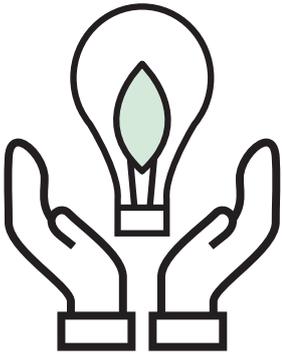
Our international keynote this year is Michael Murray, President of Mission:Data, a US-based coalition of more than 30 technology companies that aim to empower consumers with access to their own usage and data.

<http://www.missiondata.io>

Foresighting Forum 2019 will follow a similar format from the successful event in 2018. Curated panel sessions will deep dive into an issue with lots of space for discussion with participants.

As well as using technology to capture questions and discussions, the format is designed to garner collective opinions on propositions related to the goal and to empower individuals in the room to drive change.





# Framing

This year participants were offered the opportunity to propose presentations for inclusion in these panels. Following discussion with the Program Development Committee, the overall framing was developed and is captured in the table below. This framing has one overall theme relating to trust and confidence. It then approaches the issue through four lenses; behavioural, regulatory, technical (the energy system) and digital (the data system). These lenses are then applied to three domains; the individual, the organisations and the system as a whole. This provides the framing in the table below.

LENS	INDIVIDUAL	ORGANISATION	SYSTEM
GLOBAL	Trust and Culture		
BEHAVIOURAL	Motivations	Incentives	Uses and New Issues
REGULATORY	Barriers	New rules	Policy and Research
TECHNICAL		New energy	System management
DIGITAL	Data management		

The attached tables provide additional information about the issues identified in each cell of the frame. Not every cell in the table has example issues in it, which doesn't mean there aren't topics here. Proposals could focus on any cell in the matrix, a whole row or column or something else entirely. We just want to emphasise that our interest goes beyond consumers accessing consumption and billing data.



# Issues within the overall frame

LENS	INDIVIDUAL	ORGANISATION	SYSTEM
<b>GLOBAL</b>	<b>Trust and Culture</b> <ul style="list-style-type: none"> <li>Balance innovation with trust, trust preserving frameworks</li> </ul>		
<b>BEHAVIOURAL</b>	<b>Motivations</b> <ul style="list-style-type: none"> <li>Understanding what can go wrong</li> <li>Understanding that households are different</li> <li>Concerns about secondary use</li> </ul>	<b>Incentives</b> <ul style="list-style-type: none"> <li>Is there too much incentive not to share data?</li> <li>Need for cultural and ideological shift-people associate data with its primary use</li> </ul>	<b>Uses and New Issues</b> {See expanded table below}
<b>REGULATORY</b>	<b>Barriers</b> <ul style="list-style-type: none"> <li>Are we putting inappropriate regulatory barriers in place (e.g. need for a screen on a meter)</li> <li>Legislative instruments mandating that data is confidential</li> </ul>	<b>New rules</b> <ul style="list-style-type: none"> <li>Social licence and obligations to make data available</li> <li>Address the challenges of data sharing</li> </ul>	<b>Policy and Research</b> <ul style="list-style-type: none"> <li>System wide data for policy makers</li> <li>System wide data for research</li> <li>NSW Data analytics approach to data for policy purposes</li> </ul>
<b>TECHNICAL</b>		<b>New energy</b> <ul style="list-style-type: none"> <li>What are data needs for DER orchestration</li> <li>Who orchestrates</li> </ul>	<b>System management</b> <ul style="list-style-type: none"> <li>Avoid grid instability</li> <li>Avoid building to meet peaks</li> <li>Optimum supply</li> </ul>
<b>DIGITAL</b>	<b>Data management</b> <ul style="list-style-type: none"> <li>Detail vs aggregated</li> <li>Different data standards around country</li> <li>Ability to communicate data cost-effectively</li> <li>Data in the energy system and outside the energy system (e.g. inverters)</li> <li>Need for other data (e.g. temperatures)</li> </ul>		



*Recognising that data is a critical enabler of choice and shifting power to consumers, our theme for 2019 is **Take charge: Data powering better energy outcomes for consumers.***



## Issues in the behavioural-system domain

LENS	INDIVIDUAL	ORGANISATION	SYSTEM
<b>USES</b>	<b>Uses</b> <ul style="list-style-type: none"> <li>Customer access to data to inform them what they use, what they pay, and how to optimise</li> <li>Facilitate comparison and switching</li> <li>Lower prices lower bills</li> </ul>	<b>Optimal use</b> <ul style="list-style-type: none"> <li>Local matching markets – what are the incentives</li> <li>A source of behavioural data – e.g buying a dryer</li> <li>Main concerns – how to incentivise and how to respond</li> </ul> Demand side – how does data turn into appropriate incentives	<b>Demand response</b> <ul style="list-style-type: none"> <li>Manage consumer demand for less complexity and more effective choice</li> <li>For demand response data is a key requirement</li> </ul> Better use of intermittent resources to help emissions reduction
<b>NEW ISSUES</b>	<b>New Issues</b> <ul style="list-style-type: none"> <li>Black Swan uses such as elderly household monitors – eg turning on the kettle</li> </ul>	<b>Innovative service providers</b> <ul style="list-style-type: none"> <li>A lot of new players to enable these solutions</li> </ul> Opportunities to manage data for end users (temp and energy)	<b>Target Marketing</b> <ul style="list-style-type: none"> <li>Facilitate optimising investment decisions</li> <li>How data can facilitate price discrimination</li> <li>System to predict behaviour</li> <li>Solar and energy efficiency</li> </ul>

# Take Charge

Data powering better energy outcomes for consumers

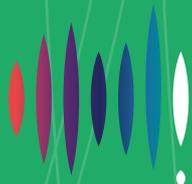


## PROGRAM • DAY 1 • WEDNESDAY 20 FEBRUARY 2019

9.00 AM	Registrations open (tea and coffee available)	
10.00 – 10.15 AM	Welcome to Country, Gadigal people of the Eora Nation	
10.15 – 10.25 AM	Welcome from the Chair ■ Louise Sylvan AM, Energy Consumers Australia	
10.25 – 10.45 AM	Opening Address ■ Rosemary Sinclair AM, Energy Consumers Australia	
10.45 – 11.15 AM	International Keynote ■ Michael Murray, Mission:data	
11.15 – 11.30 AM	Gill Owen Scholarship and Essay Prize	
11.30 – 11.50 AM	Morning Tea	
11.50 – 1.15 PM	SESSION 1 <b>CHAIR</b> Alan Kirkland, CHOICE	
	<b>Consumer Data Right (CDR) Implementation</b> Why did the Productivity Commission recommend a CDR? What are the remaining considerations and challenges? How does it currently relate to the energy sector?	
	<b>PANEL</b> ■ Daniel McAuliffe, Treasury ■ Bruce Cooper, ACCC ■ Violette Mouchaileh, AEMO ■ Kate Marshall, KPMG	
1:15 – 2:00 PM	Lunch	
2.00 – 3.30 PM	SESSION 2A <b>CHAIR</b> Donna Luckman, Renew  <b>CDR in Practice</b> Giving more information doesn't necessarily mean better decision making. What else do we need to consider to facilitate better decision making?	SESSION 2B <b>CHAIR</b> Gavin Dufty, St Vincent de Paul  <b>Ethical Implications of the Use of Data</b> 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?
	<b>PANEL</b> ■ Gavin Dietz, Wattwatchers ■ Steve Blume, Smart Energy Council ■ David Hiley, WATever ■ Rob Murray-Leach, Energy Efficiency Council	<b>PANEL</b> ■ Lauren Solomon, Consumer Policy Research Centre ■ Gerard Brody, Consumer Action Law Centre ■ Janine Young, EWON
3.30 – 4.00 PM	Afternoon Tea	
4.00 – 5.30 PM	SESSION 3A <b>CHAIR</b> Nevenka Codevelle, APA  <b>Data: Supporting Energy Charter Objectives</b> Energy Charter Foundational Supporters (and one other) discuss projects that support Principle 4 of the Energy Charter.	SESSION 3B <b>CHAIR</b> Alison Rowe, Moreland Energy Foundation  <b>Consumers Using Data</b> How meaningful use of data is already making a difference for energy consumers today and into the future.
	<b>PANEL</b> ■ Geoff White, Horizon Power ■ Ralph Griffiths, EnergyAustralia ■ Tim Nichols, Jemena ■ Andrew Cleland, Origin	<b>PANEL</b> ■ Kirstan Wilding, TasNetworks ■ Emily Brown, ActewAGL ■ Dean Lombard, Renew ■ Rex Martin, Monash University
5.30 – 7.00 PM	Foresighting Forum 2019 Networking Drinks - Aerial UTS Function Centre, Haymarket, Sydney	

## PROGRAM • DAY 2 • THURSDAY 21 FEBRUARY 2019

8.00 AM	Registrations open <i>(tea and coffee available)</i>	
9.00 – 9.15 AM	<b>Opening Remarks</b> ■ Rosemary Sinclair AM, Energy Consumers Australia	
9.15 – 10.30 AM	<b>SESSION 4 Launch of the EUDM</b>	
	<b>The Energy Use Data Model (EUDM)</b> <b>What is the EUDM? What are the key outcomes thus far and what can we expect beyond 2019? How can the EUDM and open data address key issues affecting consumers and the energy sector.</b>	
	<b>PANEL</b> ■ Brian Spak, CSIRO ■ Adam Berry, CSIRO ■ Sarea Coates, Department of the Environment and Energy ■ Luke Barlow, AEMO	
10.30 – 11.00 AM	Morning Tea	
11.00 – 12.15 PM	<b>SESSION 5A</b> <b>CHAIR</b> Robyn Robinson, COTA	<b>SESSION 5B</b> <b>CHAIR</b> David Feeney, AEMC
	<b>New Dimensions in Policy</b> <b>Making better use of data to improve system wide operation.</b>	<b>Making Provider Data Available for Policy Analysis</b> <b>How can data already held by providers be better used for policy analysis today?</b>
	<b>PANEL</b> ■ Luke Barlow, AEMO ■ Yolande Strengers, Monash University ■ Craig Memery, Public Interest Advocacy Centre ■ Mark Byrne, Total Environment Centre	<b>PANEL</b> ■ David Heard, Finncorn ■ Sangeetha Chandrashekeran, University of Melbourne ■ Gavin Dufty, St Vincent de Paul ■ Marnie Shaw, ANU ■ Mick Fell, Energeia
12.15 – 1.30 PM	<b>SESSION 6A</b> <b>CHAIR</b> Kellie Caught, ACOSS	<b>SESSION 6B</b> <b>CHAIR</b> Jo De Silva, SACOSS
	<b>Data for Consumer Protection</b> <b>How do we use data to tell consumers how the industry is servicing them?</b>	<b>Data for Networks</b> <b>How do we use data in network decision making and engage consumers as part of this process?</b>
	<b>PANEL</b> ■ Ben Martin-Hobbs, Consumer Policy Research Centre ■ Mindy Lim, Clean Energy Council ■ Michael Swanston, The Customer Advocate	<b>PANEL</b> ■ Joshua Harvey, Essential Energy ■ Neil Horrocks, University of Queensland ■ Miyuru Ediriweera, Public Interest Advocacy Centre ■ Mark Henley, Uniting Communities
1.30 – 2.15 PM	Lunch	
2.15 – 3.30 PM	<b>SESSION 7</b>	
	<b>Closing Remarks</b> ■ Rosemary Sinclair AM, Energy Consumers Australia	
	<b>PANEL</b> ■ Robert Gregory, Maddocks ■ Francesco Naismith, AER ■ Michael Murray, Mission:Data ■ Dean Lombard, Renew	



**ENERGY  
CONSUMERS  
AUSTRALIA**

T +61 2 9220 5520  
E [info@energyconsumersaustralia.com.au](mailto:info@energyconsumersaustralia.com.au)  
W [energyconsumersaustralia.com.au](http://energyconsumersaustralia.com.au)

 [@energyvoiceau](https://twitter.com/energyvoiceau)  
 [/energyconsumersaustralia](https://www.linkedin.com/company/energyconsumersaustralia)  
 [/energyconsumersaustralia](https://www.facebook.com/energyconsumersaustralia)