



**ENERGY
CONSUMERS
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23 July 2020

Rebecca Knights
Director
Energy Policy and Programs
Government of South Australia
Department for Energy and Mining

By email: ETRConsultations@sa.gov.au

SA SMARTER HOMES CONSULTATION

Dear Ms Knights,

Energy Consumers Australia welcomes the opportunity to respond to the Government of South Australia's Department for Energy and Mining ("The Department") consultation papers on smarter homes. The consultation papers propose changes to technical standards of household solar and smart meter technology, and prescribed network tariffs for consumers on standing offers. The Department has proposed that the regulations commence in September 2020.

Energy Consumers Australia is the national voice for residential and small business energy consumers. Established by the former Council of Australian Governments (COAG) Energy Council in 2015, our objective is to promote the long-term interests of energy consumers with respect to price, quality, reliability, safety and security of supply.

Energy Consumers Australia is well positioned to provide a customer-centred perspective on the changes proposed by the Department. We undertake research and regular surveys through our Energy Consumer Sentiment Survey on what consumers want from their energy service. Consumers are telling us that they do not have confidence and trust that the sector is working in their long-term interests. Our submission emphasises that re-building trust requires consumers to have the information and platforms to be partners in designing the future energy system.

The Department has clearly articulated the need to address security risks with the network arising from high solar output in the state. Our understanding is that the Australian Energy Market Operator (AEMO) consider there is a non-trivial risk of a major supply disruption in South Australia in the near term. For this reason, we support swift and effective measures to mitigate the risk to consumers.

We support the initiatives to address the short term concerns such as the technical changes for ride through capabilities and mandating SA Power Networks' tariff structures for standing offers. We also consider that there would be merit in lengthening and broadening the consultation to provide energy consumers with more information and opportunities to participate and shape the standards. This would also provide more time for vital communication with consumers and provide enough time for the industry to adapt.

Our detailed submission is attached. If you would like to discuss this submission further, please contact Shelley Ashe, Associate Director Networks, Advocacy and Communications, on 02 9220 5514 or shelley.ashe@energyconsumersaustralia.com.au.

Yours sincerely,

Lynne Gallagher,
CEO (Interim)