

29 May 2018



## WHAT

The Minister for Energy and Utilities has asked IPART to review NSW electricity retailers' metering practices, and report on whether they are delivering acceptable levels of customer service in relation to their metering services.



## WHY

As of 1 December 2017, retailers are responsible for most metering services, including upgrading, installing and replacing meters. Previously this was the responsibility of the distribution networks.

However, as a result of customer complaints about delays in meter installations and poor customer communication and service, the Minister has asked IPART to undertake a review of retailers' metering services.



## HOW

We will request data from retailers about:

- ▼ the process for upgrading, installing and replacing meters
- ▼ the length of time taken to respond to customer requests and complete installations under different circumstances, and
- ▼ reasons for any delays, measures being put in place to reduce delays, and any barriers to overcoming these delays.

We will also seek feedback from customers about their experiences.



## WHEN

We must report to the Minister by 30 November 2018, alongside our review of the performance and competition of retail electricity and gas markets.



## WHAT NEXT

We are interested in customers' feedback on their recent experiences with digital meter installation, upgrade or repair. In particular, we are interested in:

- ▼ the time it has taken for customers to receive their new meter,
- ▼ how many times providers have had to visit a property to complete an installation, and the reasons for multiple visits where they have occurred,
- ▼ any costs incurred by customers,
- ▼ the communication and service provided, and
- ▼ whether any unexpected issues arose.

We are also interested in hearing from retailers on issues that are causing delays, and how these might be overcome.

We are seeking submissions from interested parties by **Friday 29 June**.