

Question	Ausgrid Response				
<p>1. What types of digital smart meters do you offer residential solar customers, and how do they differ in terms of functionality (eg, in-home displays, data analytics) and costs? Are there any upfront costs associated with installing a new meter, and if so what are they?</p>	<p>Customers in Ausgrid's area can get a regulated meter installed by an Accredited Service Provider if they choose (or a smart meter installed by a Retailer's nominated Metering Provider). This will be the case for all customers, not just solar customers until 1 December 2017. Distribution Network Service Providers (DNSPs) will support this metering. For sites where embedded generation is connected, Ausgrid supports the use of Type 5 (Manually Read Interval) metering.</p> <p>The NSW Accredited Service Provider (ASP) scheme provides a contestable framework for the installation of Type 5 & 6 metering where the work is initiated by the consumer.</p> <p>Ausgrid's regulated Type 5 metering supplies 30-minute kWh interval data to the National Electricity Market (NEM) via manual, quarterly read metering reading. This complies with the market settlement requirements of the NEM and allows for the application of Time-of Use tariffs.</p> <p>Ausgrid provides meters to ASPs at an AER regulated fee. Other upfront costs payable by customers include the cost of meter installation payable to the ASP, this being a contestable service, the customer is able to shop around to obtain the best deal (noting of course that the meter itself is the same cost regardless of which ASP is selected).</p>				
<p>2. Are there any upfront costs associated with switching from a gross meter to a bi-directional net meter?</p>	<p>If the customer chooses to have a regulated meter installed, the cost of physically changing the arrangement from gross to net requires changes in the wiring and the cost of a replacement meter, all of which the customer would have to pay the ASP for. Ausgrid would also have some incremental costs in the meter billing systems and data streams which we would absorb as BAU costs.</p> <p>Costs associated with physically changing to a net configuration are payable from the consumer to their ASP. Ausgrid provides the meters to the customer's ASP at an AER regulated rate and then the ASP charges the customer for the meter plus the rewiring work to have the meter installed.</p>				
<p>3. What other types of technologies (eg, battery storage solution) will you make available to SBS residential customers to better manage electricity use and bills?</p>	<p>As an alternative to replacing meters, Ausgrid proposed to major retailers a 'calculated net' solution which would have enabled SBS customers in our network area to have their gross generation offset their electricity consumption. The solution combined the separate 30-minute kWh data streams from the gross generation meter and the consumption meters respectively, into a single net resultant used to produce a modified NoUS bill to the retailer. The calculated net solution would have been a 'back office' process made possible by the existing 30-minute kWh interval data resulting in a close approximation to true net metering, and avoiding any requirement to change meters or visit the installation. The process would have been seamlessly enabled at midnight on 1 January 2017.</p> <p>Ausgrid proposed the calculated net solution to a number of retailers from April 2016 and has recently stopped offering the solution due to inadequate interest.</p>				
<p>4. What kinds of tariff structures are available to SBS residential customers?</p>	<p>There are a number of residential network tariffs Ausgrid applies to residential customers. These tariffs (and generation code) are charged to the retailer. However the full retail tariff applied to the customer (which also includes generation and other costs) is determined between the retailer and consumer. Once the NSW SBS closes, Ausgrid will not provide any credits to consumers for any excess generation to the network.</p> <p>The network tariffs applicable to residential customers are as follows:</p> <table border="1" data-bbox="611 2051 1286 2110"> <tbody> <tr> <td data-bbox="611 2051 775 2085">EA010</td> <td data-bbox="775 2051 1286 2085">Residential Non ToU</td> </tr> <tr> <td data-bbox="611 2085 775 2110">EA025</td> <td data-bbox="775 2085 1286 2110">Residential ToU</td> </tr> </tbody> </table>	EA010	Residential Non ToU	EA025	Residential ToU
EA010	Residential Non ToU				
EA025	Residential ToU				

	EA030	Controlled load 1	
	EA040	Controlled load 2	
	GENR	Generation (credited at \$0.00)	
5. For offers available for SBS residential customers after the Scheme closes:			
a) Are there any lock-in periods or exit fees?	This question is applicable for the Retailer. There are no lock-in periods or exit fees payable to Ausgrid.		
b) What feed-in tariffs do they come with?	This question is applicable for the Retailer. There are no feed in tariffs payable by Ausgrid.		
6. Are there any benefits or discounts available for SBS customers, for example free smart meter upgrades and/or installation?	This question is applicable for the Retailer. SBS customers are able to access a Type 5 meter through the ASP scheme. The Type 5 meter is provided to the ASP at an AER regulated fee, the costs of installation are payable to the ASP as a contestable service.		
7. Please provide any energy bill impact studies that you have undertaken for a range of typical households with solar panels on different metering arrangements and tariff structures after the closure of SBS?			
Any other matters that you consider would affect SBS customers transitioning out of SBS.	<ul style="list-style-type: none"> • Consumer protection/education for retail contracts where advanced meters are installed. • Ensuring metering is installed in a safe manner. • Lack of understanding that consumers can opt for a regulated meter if they choose. • There have been some anecdotal conversations in the market that suggest there is an expectation that the DNSP has a regulatory obligation to install metering before the closure of the SBS at no cost to the consumer. The lack of understanding from market participants is concerning from an Ausgrid perspective. 		