

Our reference:
Your reference:

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13 October 2016

www.ipart.nsw.gov.au

Contact Yan Cheung
T (02) 9290 8467
E Yan_cheung@ipart.nsw.gov.au

Dear stakeholder,

REQUEST FOR INFORMATION REGARDING RETAIL OFFERS AVAILABLE TO RESIDENTIAL SOLAR BONUS SCHEME CUSTOMERS AFTER 31 DECEMBER 2016

IPART has been asked to produce a report on retail offers available to Solar Bonus Scheme (SBS) residential customers after the Scheme closes on 31 December 2016. (See attached terms of reference.)

The report will help SBS customers to better understand the various options available to them after the Scheme ends. The report will clarify the benefits and costs of the different metering arrangements and advanced technologies, enabling them to make an informed choice that best suits their energy budget and needs.

On 13 October 2016, we released a Fact Sheet and Media Release seeking comments from interested stakeholders to this report. The Fact Sheet and Media Release are also available on our website: www.ipart.nsw.gov.au.

We are seeking stakeholder feedback on the following issues:

- ▼ 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?
- ▼ Are there any upfront costs associated with switching from a gross meter to a bi-directional net meter?
- ▼ What other types of technologies (eg, battery storage solution) will you make available to SBS residential customers to better manage electricity use and bills?
- ▼ What kinds of tariff structures are available to SBS residential customers?
- ▼ For offers available for SBS residential customers after the Scheme closes:
 - Are there any lock-in periods or exit fees?
 - What feed-in tariffs do they come with?

- ▼ Are there any benefits or discounts available for SBS customers, for example free smart meter upgrades and/or installation?
- ▼ 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.

Where relevant, please distinguish between information for residential SBS customers with **single or three phase power supply**.

Given the timeframe, we ask that you respond to this information request by **27 October 2016** by email to yan_cheung@ipart.nsw.gov.au. Late submissions may not be accepted.

We will provide our report to the Minister for Industry, Resources and Energy by **24 November 2016**. The Minister intends to make our report public.

Thank you in advance for your continuing co-operation. If you have any queries or wish to discuss, please contact Yan Cheung on (02) 9290 8467.

Yours sincerely

Hugo Harmstorf
Chief Executive Officer