

NSW Upper House Standing Committee: Electricity Supply, Demand and Prices.

Response to Questions on Notice

The Hon. JOHN GRAHAM: That is an important context. The second issue I wanted to ask about was the consumer data right that the ACCC pointed to. It believed that in the medium term this was something that would be a significant benefit to consumers. It would have what it saw as a positive impact on price, but it saw that as happening in the medium term. It saw that there were barriers to consumers effectively having that right to have possession of their data and being able to see what offers might be available to them. I wondered if you had any observations about the practical barriers to that right being further enhanced. If the question was how could we do that more quickly, did you have any views that you wanted to put on the table today?

EnergyAustralia Response:

EnergyAustralia supports transparency in the energy retail market and measures to support customers making informed decisions, such as the creation of the consumer data right.

EnergyAustralia believes that the proposed consumer data right is a significant step towards facilitating a more transparent retail energy market that makes it easier for customers to choose the right energy product and service for them.

The introduction of a consumer data right is consistent with the approach that EnergyAustralia has been undertaking with respect to consumer's data. We currently provide our customers with access to their energy information through our online portal, *My Account*. This service allows customers to see their usage data, pay bills, set payment and usage reminders, update account information and seek payment extensions.

However, we note that the introduction of a consumer data right across the energy sector will have significant implications. At a time when energy affordability is an extreme focus it must be implemented carefully and in close consultation with energy market participants.

EnergyAustralia is working with the Australian Treasury, Department of Environment and Energy and the Australian Competition and Consumer Commission on development of the legislative and regulatory framework that will underpin the consumer data right.