

# Customer Forum

## Access to Data

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## Context

- › Today, more data is being generated, with more interest in it, and more applications for it
- › AusNet Services aims to be a provider of data and an enabler of insights that add value to the complex energy environment for our customers, stakeholder and trusted providers

## Session Objective

- › To provide an overview of electricity data, its current and potential future uses, and the issues and options for data access being explored by AusNet Services, policy makers and other stakeholders.

# Types of Data



## Customer Usage Data

Data available on individual or group meter consumption and usage patterns

### Primary uses

- Analysing retail offerings
- Building awareness of energy performance (eg. solar)

### Requested by

- Individual consumers
- 3<sup>rd</sup> party consumer advocates
- Energy service providers
- Private business leveraging products to consumers



## Network Asset data

Data available on individual or group power quality , voltage, plant specifications, demand, utilisation

### Primary uses

- Outage response
- Analysing network performance
- Identifying potential safety issues at customer premises
- Quantification of network opportunities and constraints

### Requested by

- DNSP network engineering
- Medium/ large business
- Energy service providers
- Aggregators



## Network Topology Data

Geographic location of network assets linked to the network parameter data to define constraints and opportunities

### Primary uses

- Identify network opportunities for non network solutions
- Visualisation

### Requested by

- Energy service providers
- Non network proponents
- Aggregators
- Large scale customers

# Accessing Data Today – Usage Data



## Usage Data

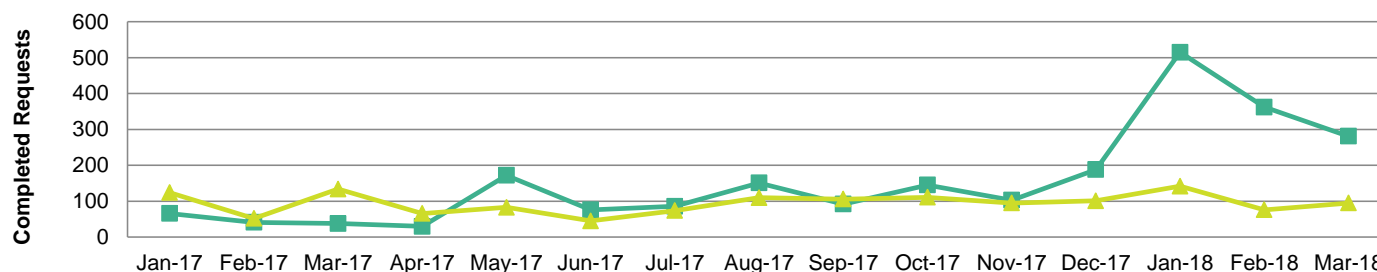
Today, AusNet Services provides a number of ways that customers can access their usage data:

- Customer Energy Portal ‘myHomeEnergy’
- Meter Data Report Requests ‘MDPP’
- Home Area Network Enablement ‘Connect’

Around 2-3% of our customers have accessed their metering data using these tools over the last 5 years. Requests generally increase when:

- Customers connect solar,
- There is increased media attention around power prices,
- Government programs are launched or advertised.

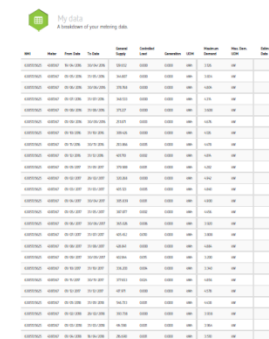
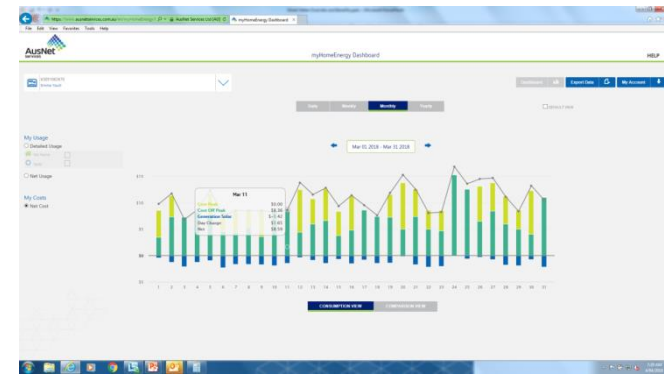
## Customer Meter Data Requests



	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
MHE	66	41	38	30	172	76	86	151	92	145	103	188	515	362	281
MDPP	124	52	134	66	83	45	74	110	106	111	95	101	142	76	95

# Accessing Data Today – Usage Data

- Meter Data Report Requests ‘MDPP’ from customers must be provided in specified formats as set out by AEMO.
- MDPP reports can be provided to Customer Authorised Representatives (3<sup>rd</sup> parties) with evidence of informed customer consent.
- MyHomeEnergy portal – provides access to daily meter data:
  - Usage graphs
  - Customer can track costs
  - Easy access to download data to use the Victorian Energy Compare website.
- Customers can “bind” in home display devices to their smart meter and view real time information about their usage.
  - Minimal uptake (<100)
  - Low availability of devices that are capable of “binding” through ZigBee.

# Accessing Data Today – Network Data



## Network Asset Data

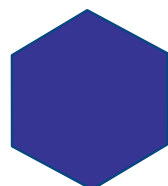
- Regulatory Information Notices (AER RIN data)
- Distribution Annual Planning Report (DAPR)
- Individual requests



## Network Topology Data

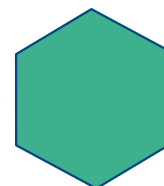
- Distribution Annual Planning Report (DAPR)
- Network Opportunity Maps (ARENA)
- Network Generation Maps (ARENA)
- Connection Applications process
- Individual requests

# Considerations in Data Access



## Privacy

How do we best ensure requested data is provided to authorised requestors?



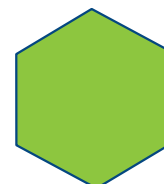
## Understanding

What is the level of understanding from requestors about the data and format of the data they see? How do we make the data more meaningful?



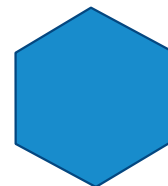
## Third Parties

How do we best ensure consumers are informed of their rights and responsibilities, and authorise data access and use?



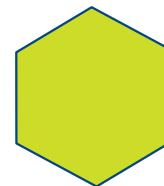
## Frequency of Access

How frequently does a requestor require access to the data?



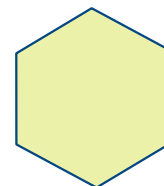
## Ease of Access

How do we make accessing the data easier for requestors?



## Consistency

Should there be national consistency?



## Other Considerations

Other data requests?

# Policy and regulatory initiatives

## Current Rules and Law

- ▶ **Energy Data Right (Mar 2016)**
  - › Gives consumers or their authorised representative the right to obtain metering data from their electricity distributor or retailer.
  - › This right exists in the National Electricity Rules.
  
- ▶ **Privacy Act 1988 (Commonwealth)**
  - › Applies to the handling of personal information.
  - › Requires reasonable steps be taken to protect the information from unauthorised access or disclosure.

## Initiatives and proposals

- ▶ **Facilitating access to consumer data (COAG EC)**
  - › Proposes centralised (AEMO) accreditation of authorised third parties, and preferred option of centralised data provision.
  
- ▶ **Consumer Data Right (CDR) (Commonwealth Treasury)**
  - › Open Banking (1<sup>st</sup> application of CDR);
  - › Intended to set common framework for facilitating sharing of data. Framework to be extended to new sectors (such as electricity) on the decision of the Treasurer.
  
- ▶ **Vic Energy Data Hub (Vic DELWP)**
  - › Potential to include broader set of energy data.
  - › Also considers aggregated data (e.g. for research or commercial opportunities)
  
- ▶ **NEM Data Strategy (Energy Security Board)**