

1. PoC HISTORY

Power of Choice (PoC) is a national reform to the electricity industry that will be introduced from 1 Dec 2017.

These reforms are designed to increase competition in the electricity supply chain, establish new players in the market and provide customers with access to more information about their electricity consumption.

Electrical Contractors (ECs) and solar installers will notice changes in the way that work is completed on site as well as a change to the type of work that can be performed by the Ergon Energy Network field crew in their role as a Distribution Network Service Provider (DNSP).

4. KEY CHANGES

- Under the PoC reforms, Ergon Energy Network (in their role as DNSP) will no longer be responsible for installing or replacing meters at a customer's premises – unless in a PoC Exempt area in regional Queensland or performing work on behalf of an MP;
- Ergon Energy Network field crews will be responsible for the following:
 - all network supply related services including hanging the service; and
 - all maintenance services related to existing **Type 6 meters**;
- Type 4 digital interval meters will be installed by a competitive **Metering Provider (MP)**. Ergon Energy Network field crews may also perform this work for an MP. The MP will be appointed by the Metering Coordinator, Retailer or large customer and will be responsible for coordinating the meter installation;
- Retailers will appoint an MC on behalf of small customers - when a customer makes a request for metering work;
- Ergon Energy Network will remain responsible for all Type 6 Meters until they are churned by retailers and will be the permanent MC for Type 7 (Un-Metered Supply) Meters; and
- Ergon Energy Network will retain responsibility for the safe and reliable provision of the electricity network and connection services.

7. PoC IMPACTS QLD

The PoC reforms are being introduced across Queensland.

Ergon Energy Network must be compliant with the PoC reforms by 1 Dec 2017. There will be new ways of working for field crews, schedulers, dispatchers and contact centres in all organisations.

9. TIMELINE

POC REFORMS: 1 December 2017

PoC reforms come into place on the 1 Dec 2017, however there is no plan for forced meter replacement.

Existing (Type 6) meters may not be replaced for 10-15 years depending on their lifespan.

2. PoC 'IN A NUTSHELL'

- Expansion of competition in metering and related services;
- Introduction of new ways of working for electricity market participants together to deliver services to customers (called 'market protocols');
- New player in the market called a 'Metering Coordinator' (MC);
- All new and replacement meters will be Type 4 digital interval meters;
- Ergon Energy Network retains responsibility for Type 6 meters until they 'churn' (move from a Type 6 meter to a Type 4);
- Changes to the way information is collected and shared in the market; and
- Consumers will have access to more detailed consumption data.

10 FACTS ABOUT Power of Choice

5. WHAT IS NOT CHANGING?

- Customers work with Electrical Contractors to request electrical services;**
- Electrical Contractors submit Form A through the Electrical Partners Portal;**
- An Electrical Contractor is able to submit a Connect Agreement (on behalf of a customer);**
- An Electrical Contractor completes work according to existing safety laws and regulations; and**
- Ergon Energy Network will remain the primary contact for network availability related information.**

8. WHAT IS CHANGING?

- The retailer (and the retailer's MP) will become the primary point of contact for work related to Type 1-4 meters;**
- Electrical Contractors will see changes to the types of work Ergon Energy Network field crews will complete on site;**
- Retailers will send requests for metering work to an MC/MP and requests for network supply work to Ergon Energy Network; and**
- For some jobs, Ergon Energy Network field crews and MPs will have to coordinate their work to prevent an impact to a customer's supply.**

3. PoC-speak

• PoC Exempt

Some remote areas of Queensland are exempt from the PoC reforms. In these areas Ergon Energy Network, retailers and Electrical Contractors will continue to follow existing practice in relation to supply and metering.

• Meter Provider (MP)

Meter Providers will be nominated by either the Meter Coordinator, the Retailer or a large customer and will be responsible for the installation and maintenance of all contestable meters including new type 4 digital interval meters after 1 Dec.

• Meter Coordinator (MC)

Retailers and large customers will appoint a Metering Co-ordinator, Meter Provider and Meter Data Provider to provide a range of metering services to them.

• Meter Isolation Link

The Ergon Energy Network field crew, when performing work as a DNSP, will only connect supply to a meter isolation link following the introduction of the PoC reforms.

6. CUSTOMER FAQs

1. What is a Type 4 digital interval meter?

Type 4 digital (interval) meters (also known as Digital Meters and Advanced Meters and Comms Enabled Meters) can take half hourly electricity consumption readings and can be accessed remotely.

Type 4 digital (interval) meters (advanced meters) is the term used by Ergon Energy Network in reference of new meters being installed by retailers.

2. What makes a Type 4 digital interval meter different to an existing Type 6 Meter?

Type 4 meters have new functionality which allows them to capture consumption data in 30 minute intervals and send it back to the Retailer using a wi-fi modem. Meter reads and meter disconnections can be managed remotely.

3. Can I opt out of a Type 4 Meter?

A customer can refuse to have a Type 4 digital meter, in which case, the communications capability is not installed. This meter is known as a Type 4A. Type 4A meters are not recommended as many of the customer benefits of having a digital meter are lost.

4. How much will the new meters cost and will I be charged?

Your retailer is responsible for determining the cost of the new Type 4 Meters and whether this cost will be passed on to customers.

5. Will it take longer to have my electricity connected?

Retailers will co-ordinate requests for all new connections, replacement meters and service upgrades and will work to reduce the likelihood of electricity supply work taking longer.

10. Have a question?

If you would like some more information related to the Power of Choice changes please contact - *SIPortaladministration@ergon.com.au* or call us on the Ergon Electrical Contractor Hotline – 1800 237 466

