Cadency Consulting Submission: Networks information requirements review

Hi Kaye and team,

Please find below a number of suggestions for consideration in the network review…

1. **Customer input into the process** – The discussion of data collection and reporting is naturally a difficult area for customers to engage in. The review may benefit from seeking to create a customer map of the areas that customers consider important and seeking to connect the existing data collection to these objectives. This may help to identify areas for focus where customers see value.
2. **Reporting and data presentation** – The existing Excel spreadsheet models are incomprehensible to most customers. There would be customer value in providing NEM-wide and DNSP data in an accessible format. This would aid in improving visibility, customer engagement, DNSP accountability and overall trust in the regulatory system. Consideration should be given to how to make this data more accessible and valuable to consumers.
3. **Export limits** - All of the NEM DNSPs have indicated an intention to deploy Dynamic Operating Envelopes (DOEs). This will give networks the opportunity to curtail customer exports to the grid. It will be necessary to create a series of metrics that monitor these outcomes. The team working on the CECV (Sara et al) are aware of this need. A placeholder set of early measures may be necessary before a more comprehensive suite can be agreed. Measures may include the annual MWh curtailed, worst served customers, etc.
4. **Voltages** – The ESB Data Strategy is pointing to the need to better monitor voltage performance as this has direct impact on the customer experience. For example, higher voltages result in higher customer usage (and bills) and a degradation of appliance life. The roll out of smart meters is making the reporting of voltages (network wide) a relatively cheap and accessible option (subject to the AEMC meter review). Voltage performance also impacts customer inverter based systems (PV, batteries and EVs) so this will also become increasingly important as a network performance measure in the future. Voltage measures could be based on averages, worst served, upper and lower 1%, etc.
5. **Stand Alone Power Systems** – The implementation of the SAPS Rule Change in each jurisdiction will mean that SAPS may begin to be deployed for customers in remote and rural areas. Given the nature of these systems, new measures of cost and performance will be required that are different to those already captured. For example; the asset base that is converted to SAPS, the reliability of the SAPS systems (overall and network related), the number of customers on SAPS, etc.

Please feel free to contact me if you have any questions or comments on the above.

Regards,

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