

From:

[Nathan Joyce](#)

Good afternoon team,

[REDACTED]
[REDACTED] We would still like to submit our thoughts for consideration on the proposal to improve consumers access to data. As per below.

While we understand and support the Electricity Authority's objective of improving customer's access to their electricity information, including the ability to receive near real-time information, the proposed changes do raise more questions than answers for us on how this would work logistically, including how the proposed changes would be monitored.

We are currently fulfilling these requests as part of our BAU processes; however, we are doing so on a manual basis. Although we have the capability to adjust our systems and processes for automation, the costs far outweigh the benefits based on current request levels (~1 request per day).

Based on the current volumes of requests we are seeing, we wonder if these changes are a little pre-mature, and instead should be considered in the future, therefore, we ask that the EA re-review the proposed changes to ensure they are fit for purpose for all retailers (small and large) in today's market. We also look forward to any opportunities prior to a decision being made to discuss the logistics further.

If you have any questions regarding the above, please let me know, we are happy to discuss the above further over the phone or in person.

Your consideration into the above is greatly appreciated.

Regards,

Nate

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[REDACTED]



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