



UNLOCKING BENEFITS OF CHANGE FOR CONSUMERS

The largest generator in the national electricity market is now owned collectively by consumers – and sits on their rooftops. Digitalisation and the internet of things means people will manage energy very differently. There will be new ways to save for everyone. Properly harnessing latent demand side flexibility and solar PV, will make the grid more productive, cutting both costs and emissions.

Energy Security Board recommendations to bring forward user-friendly innovation



Detailed integration plan to resolve identified technical and market issues which are blocking effective integration of distributed energy resources. Implementation to make sure changes deliver what consumers need.



New ways for consumers with solar, batteries or smart appliances to be rewarded for responding to system needs, backed up by **jurisdictional emergency measures** to keep the grid stable.



Consumer risk assessment tool to be adopted immediately so emerging risks to customers can be assessed and fit for purpose consumer protections put in place.



ESB data strategy removing barriers so consumers can access the services they want from different providers and regulators can make sure consumer protections are fit for purpose.

Most customers won't even need to know that very complex, technical changes are happening in the background to create a two-sided market.



Trials to help consumers make the most of the new market like taking advantage of negative and low-price periods by shifting consumption to soak up excess solar generation.



Increasing visibility of resources on the grid to make sure AEMO can balance our increasingly diverse and variable power system.



Customers will be rewarded by lower bills if they choose service providers that can use technology to turn off or turn down demand and appliances at different times to help balance overall system demand and supply.



Flexible trading arrangements will make it easier for consumers to be able to choose products from multiple service providers that meet their needs.



New trader services to open the market and cut red tape by creating a single registration category for all businesses in wholesale energy and services.

South Australia is set to meet 85% of demand with domestic PV generation by 2025 with other states close to 50% or above.

Close to **3 million** Aussie homes now have solar systems

Our DER implementation plan is a three year program of actions:

Our engagement approach will gather stakeholders to work on consumer issues in a series of six monthly sprints so these insights can inform the direction of market reforms.



NOW

Fixing immediate problems now to keep the system safe and stable, valuing customer flexibility to smooth out demand peaks and troughs each day.



NEXT

Focused on what needs to happen to remove barriers for innovative services to enter the market and escalate DER integration.



FUTURE

Work will be well underway with the right data sharing capabilities and standards in place for customers to switch DER providers and efficiently charge their electric vehicles.