
SCHEDULED LITE CUSTOMER INSIGHTS WORKSHOP REPORT

PREPARED FOR ENERGY SECURITY BOARD AND
THE AUSTRALIAN ENERGY MARKET OPERATOR

13 OCTOBER 2022



Overview

The Energy Security Board (ESB) Post-2025 reforms recognised the opportunity to support and encourage greater market participation by small consumers, consumer energy resources (CER) and flexible demand. It was considered that existing market arrangements largely exclude participation by these consumers and resources (i.e. RERT; WDRM; scheduled load) and the evolution of how Retailers/Aggregators are engaging in the market and offering innovative services from all consumers.

The AEMO was then tasked with proposing a rule change request. Scheduled Lite is proposed as a voluntary mechanism that aims to lower barriers and provide incentives for price responsive distributed resources to provide information about their price responsive behaviour and participate in the NEM's scheduling processes. Through participation in Scheduled Lite, there is an opportunity for CER and flexible demand to make valuable contributions to the secure and reliable operation of the power system. While a key focus of the mechanism is to better integrate CER into the NEM scheduling processes, the mechanism will also be applicable to large users and small generators. Further information about Scheduled Lite can be accessed on the AEMO website [here](#).

In addition, customer insights generated through the ESB Customer Insights Collaboration provided a frame for considering the key barriers and enablers for consumer participations. The Consumer Risk Assessment Tool was also leveraged to guide the conversation and analysis of outcomes. The Knowledge Share Report from Release one can be accessed [here](#).

To support the ongoing development of the Scheduled Lite initiative, a customer insights workshop was held on Thursday 29th September, 2022 at the AEMO office in Melbourne to explore the opportunities and possible challenges from a consumer perspective. The workshop leveraged the customer insights collaboration work being undertaken by ESB and brought together a diverse group of stakeholders from networks, retailers, technology providers, consumer advocates and technical experts.

Objectives of the workshop were to:

- Explore the Scheduled Lite value proposition for consumers – and how Scheduled Lite would support CER implementation consumer objectives.
- Develop a better understanding of the customer journey and value proposition associated with participation in the mechanism for consumers.
- Provide insights to inform a future rule change.
- Enhance customer insights generated from ESB Customer Insights Collaboration Release 1.

This report documents the workshop outcomes and discussion as well as provides insights to be considered by the Scheduled Lite project team to inform the ongoing development.

Key Customer Insights

The Scheduled Lite workshop generated the following key customer insights:

- **Visibility** should be mandatory to support greater planning and forecasting for the greater good.
- We need to reframe the **role of CER consumers** in the energy network to reflect responsibilities.
- Building **trust** will unlock access and acceptance to data sharing and collection.
- **Communication** is key to gaining consumer interest and buy-in.
- **Minimising complexity** for consumers will be integral to consumer awareness and adoption
- **Transparency** and trust are linked through the information that is provided to consumer and explanation to support the why.
- Unlocking **innovation** in consumer service offerings, with Scheduled Lite a potential avenue to achieve this.
- **Consumer protection** needs to be carefully designed to manage potential risks and provide traders with clear boundaries but not limiting innovation.
- Let's not forget about **equity** and how the benefits can be shared with non-CER consumers.



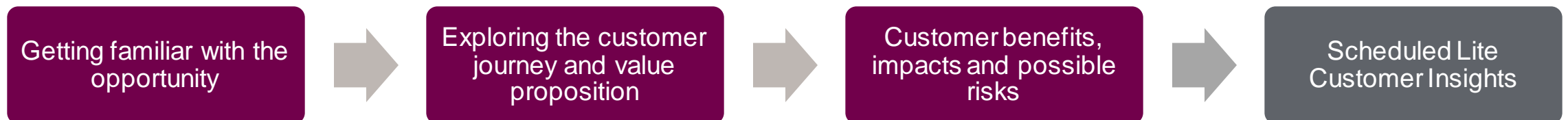
Approach

The Energy Security Board (ESB) Post-2025 reforms recognised the opportunity to support and encourage greater market participation by small consumers, CER and flexible demand. It was considered that existing market arrangements largely exclude participation by these consumers and resources (i.e. RERT; WDRM; scheduled load) and the evolution of how Retailers/Aggregators are engaging in the market and offering innovative services from all consumers.

Workshops participants were divided into four groups, with each group assigned a use case – a household in of a VPP or a business with solar. The workshop methodically progressed through a series of activities, with the use cases providing the context to explore, understand and develop customer-focused insights.

This approach, included:

- **Getting familiar with the opportunity:** The first activity sought to understand how the product or service currently services use case consumers; how it could in the future and how it could support improved consumer outcomes.
- **Exploring the customer value proposition:** Using their use case, participants were then asked to consider how consumers would engage with the use case, what they would need or expect for the product or service to effective, and what value they could derive from the product or service
- **Customer benefits, impacts and possible risks:** Reflecting on their use case, participants were asked to consider the possible benefits and impacts the use case may deliver for consumers as well as any risks they might face. How different consumer types might respond was also considered.



Workshop tools

Use Cases

Groups were provided with use cases to support table discussion for each activity.

Use Case 1 - Household in a VPP	
WHO	<ul style="list-style-type: none"> Household 7kW pre-existing rooftop solar PV Standard household energy profile
OPPORTUNITY	<ul style="list-style-type: none"> Considering purchasing a battery or EV Price-responsive resources (PV and battery) could participate in a VPP
MOTIVATORS	<ol style="list-style-type: none"> Reducing power bills Reduce power outages Selling power for the best price Making 'green power' for home 'Community' energy
ADDITIONAL INFORMATION ABOUT THE HOUSEHOLD	<ul style="list-style-type: none"> Broad range of motivators Unsure about CER capital costs and returns on investment Times of day when able to feed into grid (household load < generation) All represented by a 'Trader' in the market (either Retailers or Aggregator) Households represented by aggressive CER growth forecasts (x5 increase in distributed PV by 2050)

Use Case 2 - Business with solar	
WHO	<ul style="list-style-type: none"> Medium commercial business 99kW pre-existing solar Medium energy intensity General Manager who oversees energy retail contract
OPPORTUNITY	<ul style="list-style-type: none"> Predictable M-F demand and generation profile Some controllable loads that are price responsive
MOTIVATORS	<ol style="list-style-type: none"> Manage energy costs Optimise use of CER assets for self-consumption Access additional revenue streams Positive 'green'/'CSR' reputation
ADDITIONAL INFORMATION ABOUT THE BUSINESS	<ul style="list-style-type: none"> Broad range of motivators Maximise use and revenue from CER investments Want to minimise complexity Can adjust some production activities in response to price (i.e., DR) Increasing trend towards voluntary net-zero commitments Forecast growth in electrification of business sector (ESOO)

Workshop tools

Activity Sheets

The workshop consisted of four focused activities designed to generate customer insights. Each group received four activity sheets to support discussion and capture table feedback.

ACTIVITY 1: Understanding the opportunity

Using your use case explore the following questions:

- What is the problem being solved by the product/ service for customers?
- Which customers would be most attracted to or benefit from?
- What are the likely customer benefits?

ACTIVITY 2: Customer journey

	1. ENTICE	2. ENTER	3. ENGAGE	4. EXTEND	5. EXIT
Likely steps involved for customers	How does a customer become aware of the program? What might encourage them?	What is the process for selection, installation and onboarding?	All ongoing activities to keep customers informed and engaged	Retaining or extending offer to customers	Retaining or extending offer to customers
Customer touch points or interactions and with who					
Possible pain points or barriers					

ACTIVITY 3: Risks, impacts and benefits

- Reflecting on your use case may present some risks and impacts for customers, what might they be?
- What might be small and larger benefits be for customers?

ACTIVITY 4: Reflection and final thoughts

- Reflecting on the impacts and risks, how might they be overcome? What might need to be considered?
- After considering the mitigations what are your final thoughts? Is this a viable solution for customers?

Why this? Why now?

Scheduled Lite is an initiative within the CER Implementation Plan and is one of several initiatives that aim to create value for consumers through the integration of CER and flexible demand within the wholesale market. The reforms outlined in the CER Implementation Plan address a range of technical, regulatory and market issues over a three-year period.

AEMO was tasked by the Energy Security Board (ESB) in September 2021 with the preparation of a high-level design and rule change proposal for a Scheduled Lite mechanism for the NEM. AEMO is consulting with stakeholders on a draft high-level design to facilitate feedback on the proposed mechanism, identify any challenges associated with participation within the mechanism and to inform a rule change request.

For consumers, Scheduled Lite will:

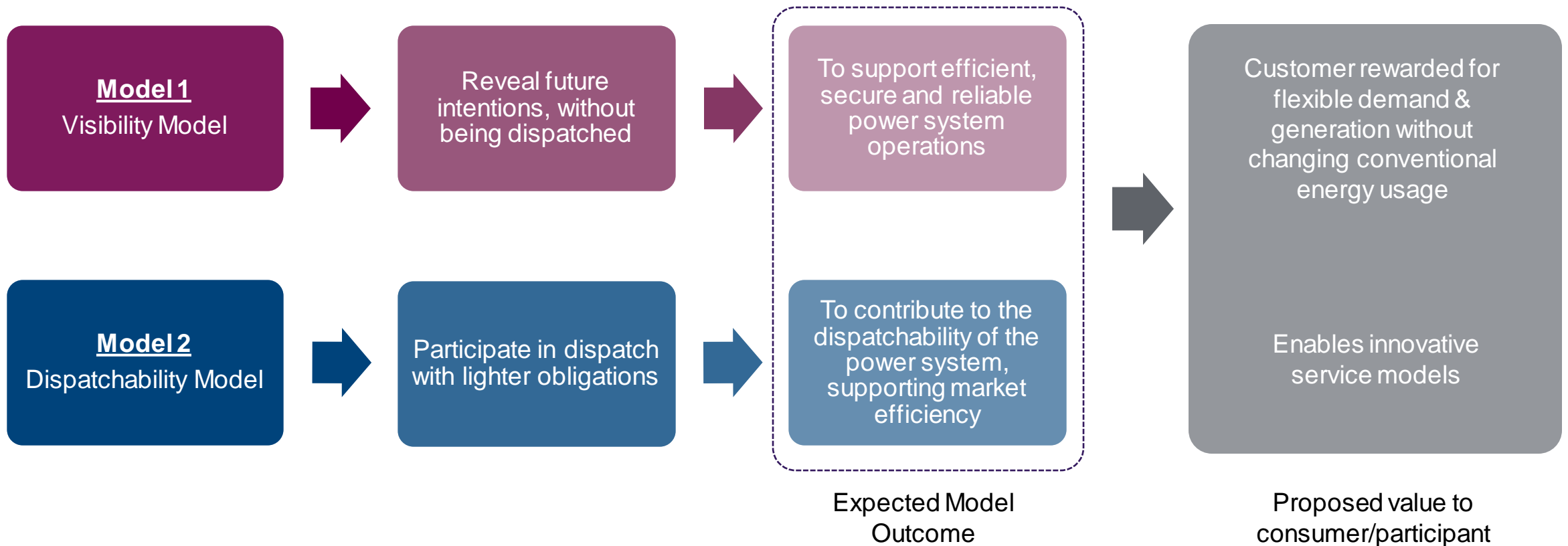
- Provide new opportunities for active engagement to maximise value of consumers' CER investments;
- Enable better utilisation of consumers' resources, and
- Increase competition for the provision of services, lowering the cost of energy for all consumers.

Customer value proposition examples

- CER revenue streams: *Consumers can access additional revenue through signing their CER up to a Virtual Power Plant (VPP).*
- Getting the best price: *CER can receive more than FiT by allowing the Trader to access the spot market.*
- Access to CER: *Consumers can gain access to new CER through innovative retail contracts/leases.*
- Energy independence: *Consumers can choose their appetite to enable Trader-control of CER.*

Two Scheduled Lite Models

The Scheduled Lite project team presented two models to the group - the Visibility Model and the Dispatchability Model.





Initial Thoughts on the Two Scheduled Lite Models

Questions, comments and concerns raised by participants in relation to the models included:

General comments and observations

- Fundamentally about supply and demand and the need to respond
- Whether visibility is more important than dispatchability
- What the pressure points are
- Interpretation is that the visibility model is to allow AEMO see how much CER is in the market, enabling better forecasting

Risks and consumer protection

- The potential to create an environment where things can go wrong
- Customer protection is not addressed – concerns around compliance of the trader
- Appears to be adding complexity when should be striving for simplicity

Positive features

- Financial incentive/ bill discounts for consumers under the Dispatchability Model

Concerns

- 'The term 'trader' raised concern for some participants and added unnecessary complexity

Solutions and recommendations

- Whether the provision of information for the visibility model could be mandated
- Address the visibility issues associated with VPPs

The problem and intention

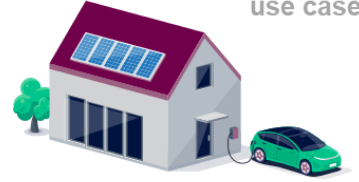
- What the actual consumer issue is – skepticism that visibility, not the consumer, is the focus.
- What AEMO wants out of the models
- Whether the intention is to enable a 24-hour / day ahead market
- What problem AEMO is trying to solve and whether Scheduled Lite is an engineering solution

Customer value proposition and participation

- What the value proposition is for consumers
- Customer participation restricted by what they can install
- Why consumers would trust Scheduled Lite / traders

Relation to RERT

- RERT considerations and whether Scheduled Lite competes with this
- Potential for large load to compete against other mechanisms
- Needs to be more attractive than RERT



Getting familiar with the opportunity

What is the problem being solved by the product/service for consumers?

- Bill shock
- High evening peak rates
- Better utilisation of CER assets
- Accessing additional CER assets

Which consumers would be most attracted to or benefit from?

- Customers in the financial position to purchase the product
- Customers with large energy bills
- Customers currently receiving a service that charges a time of use (TOU) tariff
- Customers wanting to improve their feed-in tariff (FiT)
- Customers who have first-hand experience of a threat
- Customers who do not use solar energy during daytime periods

What are the likely consumer benefits?

- Bill reduction
- Contributing to positive environmental outcomes
- Energy independence
- Faster return for investment
- Unlocking a revenue stream
- Increased reliability
- Empowerment through knowledge (data and information)
- An indirect benefit would be a decrease in system costs.
- Ability to charge their own vehicle/device from energy they have generated.



Getting familiar with the opportunity

What is the problem being solved by the product/service for consumers?

- Reduce energy costs
- To contribute to the business' Corporate Social Responsibility commitments / strive toward net zero emissions
- Improve energy reliability
- To gain certainty around revenue streams in relation to existing energy investments
- Electrifying business operations (for example, processes and transportation)
- To address sweating assets and maximise asset capability
- Managing complicated loads – managing systems in a way that saves money and benefits the grid

Which consumers would be most attracted to or benefit from?

- Customer with sweating assets
- Customers who are time poor and want to simplify and automate the process
- Customers already planning to electrify their business
- Customers currently paying high charges/high peak demand charges
- Customers with substantial dispatchable/controllable loads

What are the likely consumer benefits?

- Offset costs of new equipment that is controllable and/or dispatchable
- Sweating assets addressed
- Reputation - Emissions reduction/ net zero
- Corporate social responsibility benefits
- Reduced energy costs and peak demand charges
- Customer participation simplified
- Certainty



Customer journey and value proposition

The Scheduled Lite customer journey was developed using the 5E model of entire, enter, engage, extend and exit. Each stage is presented over the following four pages, starting with residential customers then business customers. The content below reflects the workshop participants' contributions on the customer journey for Scheduled Lite in general and is not specific to the journey for the visibility or dispatchability models.

1. ENTICE How does a consumer become aware of the program? What might encourage them?

Likely steps involved for consumers

Awareness

- Via a new or existing energy retailer
- Government programs
- An installer
- Conversations and word of mouth
- Promotional campaign
- Communications – with consistent messaging

Motivations

- Incentives
- Special offers
- Clear articulation of what the benefits would be for them

Customer touch points or interactions and with who

- Sales teams
- Installers
- Social networks
- Online platforms including:
 - Energy Made Easy website
 - Energy Consumers Australia website
 - Social media (i.e.: Facebook)

Possible pain points or barriers

Trust

- A lack of trust and knowing who and where to go to obtain accurate and transparent information

Level of involvement

- The process to participate is too onerous
- The program is too complex to navigate
- Would require behaviour to be modified

Communication

- Inconsistent and inaccurate communications
- Confusing or misleading information

Data

- Issues with real-time data access

2. ENTER What is the process for selection, installation and onboarding?

Likely steps involved for consumers

1. Carry out research
2. Obtain quotes / possible site visit
3. Connection interaction with NSP
4. Installation of device

7. Onboarding / set-up
8. Paperwork and contracts
9. Enrolment in VPP
10. Troubleshooting

Customer touch points or interactions and with who

- Network Service Provider
- Solar retailer
- Product supplier
- Government
- Finance company
- Installer

Possible pain points or barriers

Level of involvement

- The length of the process
- Too much time required
- Effort involved in dealing with multiple service providers
- The process is too complex

Trust

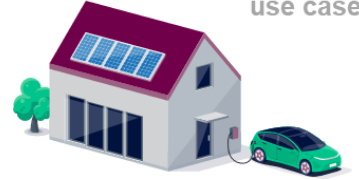
- Providers lack expertise
- Misleading conduct

Communication

- The process is too complex
- VPP default offer
- Lack of clarity around roles and responsibilities
- Lack of confidence in customer service provided

Process

- Too complex
- Transition from the offer to ownership



Customer journey and value proposition

3. ENGAGE	All ongoing activities to keep consumers informed and engaged	4. EXTEND	Retaining or extending offer to consumers	5. EXIT	How does a consumer leave or exit a contract/ service?								
<p><u>Likely steps involved for consumers</u></p> <p>Communications</p> <ul style="list-style-type: none"> • Ongoing communication with the trader • Through an App • Via their electricity bill • Building familiarity <p><u>Customer touch points or interactions and with who</u></p> <table border="0"> <tr> <td>Communications</td> <td>Engagement</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Regular notifications/updates • Clear, detailed offer information • Information on value proposition using real data • Wi-Fi connectivity </td> <td> <ul style="list-style-type: none"> • With the installer • With the product supplier • With the retailer </td> </tr> </table> <p><u>Possible pain points or barriers</u></p> <table border="0"> <tr> <td>Communication</td> <td>Consumer protection</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Too many communication channels • Issues with the App • Internet connection </td> <td> <ul style="list-style-type: none"> • Lack of consumer protections in place • No standards • Lack of transparency with energy bill </td> </tr> </table> <p>Financial</p> <ul style="list-style-type: none"> • Lack of transparency with their bill • Unexpected bills • Market volatility • Network and tariff changes 		Communications	Engagement	<ul style="list-style-type: none"> • Regular notifications/updates • Clear, detailed offer information • Information on value proposition using real data • Wi-Fi connectivity 	<ul style="list-style-type: none"> • With the installer • With the product supplier • With the retailer 	Communication	Consumer protection	<ul style="list-style-type: none"> • Too many communication channels • Issues with the App • Internet connection 	<ul style="list-style-type: none"> • Lack of consumer protections in place • No standards • Lack of transparency with energy bill 	<p><u>Likely steps involved for consumers</u></p> <ul style="list-style-type: none"> • Proactive service and support • Exit fees • Financing <p><u>Customer touch points or interactions and with who</u></p> <ul style="list-style-type: none"> • Receiving information with new offers / incentives <p><u>Possible pain points or barriers</u></p> <p>Lack of clarity</p> <ul style="list-style-type: none"> • Lack of understanding of who to contact when faced with an issue/challenge • With Information and communications <p>Trust</p> <ul style="list-style-type: none"> • VPP did not deliver what was promised • Trust <p>Other</p> <ul style="list-style-type: none"> • Loyalty Tax 		<p><u>Likely steps involved for consumers</u></p> <p>Reasons to exit to program may include:</p> <ul style="list-style-type: none"> • Moving house • Switching to a new provider <p><u>Customer touch points or interactions and with who</u></p> <p>Communication</p> <ul style="list-style-type: none"> • Misunderstanding of the contract terms and conditions • With new retailer / trader <p><u>Possible pain points or barriers</u></p> <p>Lack of clarity</p> <ul style="list-style-type: none"> • Lack of understanding of who to contact when things do wrong • Contractual terms • Challenges with exiting before consumer has paid off the battery <p>Financial</p> <ul style="list-style-type: none"> • Customer is experiencing financial hardship • Receiving a financial penalty 	
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Customer journey and value proposition

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<p><u>Likely steps involved for consumers</u></p> <p>Awareness</p> <ul style="list-style-type: none"> • Management (i.e.: General Manager) faced with energy-related issues • Via research and investigating options to respond to energy-related issues <p>Motivation</p> <ul style="list-style-type: none"> • Directed to do by the business • Customer demand for commitment to net zero emissions / green initiatives • Can see the opportunity and benefits of program provides <p><u>Customer touch points or interactions and with who</u></p> <ul style="list-style-type: none"> • Online research • Via industry associations / networks • Seeking advice from a retailer on current/new energy plan - potentially triggered by experiencing a disruption • Via their own consumer <p><u>Possible pain points or barriers</u></p> <table border="0"> <tr> <td style="vertical-align: top;"> <p>Communication and information</p> <ul style="list-style-type: none"> • Challenges accessing advice • Understanding the process • Contract uncertainty <p>Consumer risk / protection</p> <ul style="list-style-type: none"> • Financial burden if party flounders • Contingency events • Risk involved in participating </td> <td style="vertical-align: top; padding-left: 20px;"> <p>Financial</p> <ul style="list-style-type: none"> • Costs <p>Other challenges</p> <ul style="list-style-type: none"> • Unable to install solar as consumer does not own the building • Level of involvement / time required </td> </tr> </table>		<p>Communication and information</p> <ul style="list-style-type: none"> • Challenges accessing advice • Understanding the process • Contract uncertainty <p>Consumer risk / protection</p> <ul style="list-style-type: none"> • Financial burden if party flounders • Contingency events • Risk involved in participating 	<p>Financial</p> <ul style="list-style-type: none"> • Costs <p>Other challenges</p> <ul style="list-style-type: none"> • Unable to install solar as consumer does not own the building • Level of involvement / time required
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2. ENTER	What is the process for selection, installation and onboarding?
<p><u>Likely steps involved for consumers</u></p> <ol style="list-style-type: none"> 1. Business manager seeks out an aggregator 2. Aggregator conducts assessment – smart meter data 3. Contract signed 4. Letter of authority for aggregator to provide the service issued 5. Payment made 6. Facilitate installation <p><u>Customer touch points or interactions and with who</u></p> <ul style="list-style-type: none"> • Conducting due diligence • Seeking advice from legal teams • Brand / Executive teams • Obtaining data online • <i>Reference was made to data being available online in Victoria, whereas in other states/territories access can be a challenge</i> <p><u>Possible pain points or barriers</u></p> <p>Program challenges</p> <ul style="list-style-type: none"> • Letter of authority to receive meter data • Potential changes to tariffs • Scheduled Lite and aggregation more broadly <p>Level of involvement / time commitment</p> <ul style="list-style-type: none"> • Time for calibrations • Terms and conditions being onerous <p>Trust</p> <ul style="list-style-type: none"> • Uncertainty of trader <p>Financial</p> <ul style="list-style-type: none"> • Limited budget to pay for advice • Limited funds for investment in capital • Hidden costs with installation • Offer needs to pay for itself 	

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Customer journey and value proposition

3. ENGAGE	All ongoing activities to keep consumers informed and engaged	4. EXTEND	Retaining or extending offer to consumers	5. EXIT	How does a consumer leave or exit a contract/ service?
<p><u>Likely steps involved for consumers</u></p> <ul style="list-style-type: none"> • Data and information provision • Realtime digital reporting • Notification of demand changes • Formal reporting <p><u>Customer touch points or interactions and with who</u></p> <ul style="list-style-type: none"> • Operations and equipment maintenance • Business partnering relationship required • Monitoring and reporting • Monthly energy bill <p><u>Possible pain points or barriers</u></p> <p>Level of involvement / time commitment</p> <ul style="list-style-type: none"> • Limited time and attention <p>Financial</p> <ul style="list-style-type: none"> • Bill shock - unexpectedly high charges • Business operations • System breaks down <p>Other</p> <ul style="list-style-type: none"> • Vehicles are not charged • Potential insurance risk 		<p><u>Likely steps involved for consumer</u></p> <ul style="list-style-type: none"> • Transition from solar PV to smart solar to electric forklifts BUT maybe going to the electric tool guy • Contract nearing end data and contemplating extension • Conducting a cost benefit analysis and investigating options (offers from other service providers) <p><u>Customer touch points or interactions and with who</u></p> <p>Value proposition</p> <ul style="list-style-type: none"> • Regular formal reporting that demonstrates the benefits for the consumer <p>Retention</p> <ul style="list-style-type: none"> • Value not being delivered to the consumer therefore they decide to switch to another provider • Customer re-negotiates the offer with their service provider <p><u>Possible pain points or barriers</u></p> <p>Financial</p> <ul style="list-style-type: none"> • Financing for capital expenditure • Concerns in relation to paying for the service • Poor return on investment <p>Changes to the service</p> <ul style="list-style-type: none"> • If the offer changes significantly • Regulation changes • Changes to the terms and conditions 		<p><u>Likely steps involved for consumers</u></p> <p>No feedback provided</p> <p><u>Customer touch points or interactions and with who</u></p> <ul style="list-style-type: none"> • Changes to the consumers' circumstances and questioning whether they can exit <p><u>Possible pain points or barriers</u></p> <p>No feedback provided</p>	

Note: The content above addresses the customer journey for Scheduled Lite in general and is not specific to the journey for the visibility or dispatchability models.



Customer impacts and benefits

Reflecting on the use cases: What might some of the risks and impacts be for residential consumers?

- Misunderstanding of the contractual arrangements - not reading / understanding terms and conditions Lack of transparency from the 'trader'
- The costs outweigh the benefits
- The 'trader' doesn't share the revenue
- The offering doesn't match the consumers' need or the capability of the asset
- Lack of accuracy in metering and monitoring
- Challenges with the metering and monitoring arrangement
- Lack of trust in the trader/offer
- The consumer not receiving what has been agreed to
- Lack of consumer protections in place
- Non-compliance

What might the small and larger benefits be for residential consumers?

- Increased transparency
- Simplicity of performance
- No need for behavioural change
- A greater return on investment
- Increase value of the consumer > good social
- The consumer feels good having contributed to the energy system and lowering costs for all
- Less solar curtailment

Other considerations

- Managing consumer expectations
- Roles and responsibilities clearly articulated
- Consumer risk tolerance
- Consumer support measures
- Balancing the provision of incentives and effort required to deliver the product/service



Customer impacts and benefits

Reflecting on the use cases: What might some of the risks and impacts be for business consumers?

Trust

- Commitment under the aggregation contract not being met
- Not receiving what was promised
- The need to invest a lot of trust in a new and unproven system
- The need to place trust in a new relationship with a trader
- Changes to regulations or tariff structures impacting on system viability / value

Information

- Not knowing or understanding the options available to them
- Not knowing how to identify potential risks, impacting on confidence to engage with the offer

Technology

- Data breaches / hacks
- Technological changes

Other risks

- Potential for the design of Scheduled Lite to lower the bar for new/small providers to become traders
- Increased complexity from needing to engage with multiple levels of the NEM and shifting standards
- Risk for early adopters
- Relationship failure
- Reputational risk - 'green marketing'
- Locked into an arrangement that cannot be easily switched (device or service provider)
- The time commitment required of consumers
- Customer being penalised for not meeting contractual commitments

What might the small and larger benefits be for business consumers?

Performance and capability

- Improved energy management performance
- Rigour, consistency and validation of VPP / aggregation services
- Customer education and enablement

Financial benefits

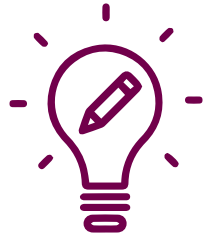
- Reduced energy bills
- Reduced peak demand charges
- Increased certainty for running costs
- Financial rewards

Environmental outcomes

- Corporate social responsibility outcomes
- Reduced emissions

Additional comments

- The opportunity for Scheduled lite to be seen as an enabling platform for broader aggregation services
- It is presumed that consumer protections remain in place
- Ability for the consumers' employees to use excess energy to charge vehicles
- Rigour, consistency and validation of VPP / aggregation services
- Ability for the consumers' employees to use excess energy to charge vehicles



Recommendations

Areas for consideration, suggested by workshop participants

Support

- Develop a Scheduled Lite calculator / tool (B)
- Provide support to business consumers (suggested this is provided by Government, Energy Security Board, and the Scheduled Lite aggregator (B)
- Consider data management and point of contact sitting with the Australian Energy Market Commission (R)

Technology

- Technology and settings that is manufacturer, technology and provider agnostic (B)
- Minimum technology requirements (B)

Simplicity

- Infrastructure requirements to not be too onerous (B)
- Reduce / avoid consumer complexity (R)

Standardisation

- Standardise terms and conditions, rules and accreditation (B)
- Ensure consistency across policies (B)

Consumer protections

- Ensure consumer protections are in place to mitigate floundering 'traders' (B)

Additional considerations

- Frequency Control Ancillary Services (FCAS) eligibility (R)
- Ensure portability of CER assets at individual device level so consumers have flexibility to churn (B)
- Link the impacts and risk to the benefits and opportunities (i.e.: net-zero targets) (B) (R)
- Detail the value proposition and benefits for the consumer (R)
- Enable existing CER to be part of Scheduled Lite (B)

Suggestions for ways to overcome impacts and risks

- Community batteries
- Incentives
- Explore potential engagement with wider industry
- Frequency Control Ancillary Services (FCAS) eligibility
- To be mandatory when over a certain threshold

Suggested by residential user case groups



Scheduled Lite – a viable solution for consumers?

Participants asked to share their final thoughts on Scheduled Lite and whether it is a viable solution for consumers. Participants shared more questions to be considered as program design continues.

Questions concentrated on:

- Whether Scheduled Lite stacked up against other solutions
- The outcomes cost benefit analysis
- Timing and whether now is the right time for Scheduled Lite
- The percentage of consumers willing to participate and share their energy
- The downward pressure on prices
- Whether the problem could be solved in a different way
- Whether Scheduled Lite:
 - can be a sophisticated and mature asset for CER
 - would require a tariff reform
 - would enable and work with the forecast 2050 energy mix

Recommendations

- Scheduled Lite could be a viable solution so long as appropriate checks and balances are in place
- Start small and grow incrementally
- Clarity for retailer/trader requirements
- Technical barriers are removed
- Language and communications to consumers needs to be simple, clear and consistent
- AEMO needs to provide content to traders to use - not rely on them
- Scheduled Lite being a viable solution will depend on the consumer group (with or without CER)

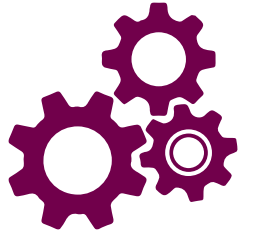


Visioning the Future State

One wish to improve consumer outcomes

Participants were asked to share one thing they wished for that would contribute to consumer outcomes. Encouraged to think big, participants shared the following ideas:

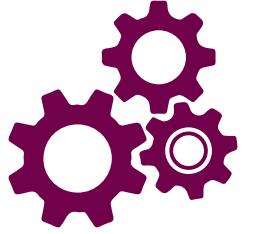
- Engineers are educated about the importance of social science
- Communications and Engagement
 - Simple, clear and consistent messaging
 - Nationwide communications plan / awareness raising campaign
 - common language
 - business outreach is well resourced
- True and transparent value for consumers
- Opt-in cost effective tariffs
- Energy equity
- Solar and batteries for apartment dwellers
- Customer is front of mind
- Diversity of CER consumers
- True peer-to-peer trading (i.e.: among family, share with charities)
- Industry collaboration
- Free base-load energy (i.e.: enough to run the home)
- Device level operability
- Realtime metering
- Consumer value realised
- Nuanced understanding of consumer segments
- Reimagining the retailer role of the retailer to support CER
- Transactive energy
- Tariff reform
- Greater consumer control – allowing them to do transactions
- Better understanding of the role of Distribution System Operators (DSOs)



Final thoughts

Reflections on what we heard and customer insights to be considered.

- **Visibility should be mandatory** – it was generally agreed by workshop participants that visibility of CER behaviours and intentions was crucial to system and market efficiency and should not be voluntary instead mandatory. AEMO should explore existing mechanisms for implementing and enforcing the registration of CER assets and provision of data for the purposes of visibility and forecasting.
- **The role of the consumer is changing** – we need to work together to re-imagine the role of the consumer – the changing nature of consumers' needs, roles and responsibilities needs to be recognised and communicated. Moving from simply consuming electricity, consumers can now generate and even trade electricity which changes their role in the market and their responsibilities. Measures need to be taken to protect consumers, consumers also need to be supported to assume new responsibilities and educated and empowered about how they can safely participate and how they are contributing to outcomes for all.
- **Unlocking trust will unlock data** – asking consumers to share their CER information, data and allowing a third party to access their assets will require a significant amount of trust. To build trust market bodies as well as traders will need to demonstrate the consumer value proposition, offer clear and compelling communications and fair terms of engagement.
- **Communication is key** – any complex or new concept will require clear communication to ensure consumers are enticed, fully understand the service, are made aware of any risks or trade offs they need to consider as well as what they can expect to receive in return by way of incentive.
- **Minimising complexity** – a key theme across all table discussions and directly linked with communication being key is the need to minimise complexity. Scheduled Lite, if designed and implemented well, could potentially minimise market complexity, which will be integral to consumer awareness and adoption.



Final thoughts

Reflections on what we heard and customer insights to be considered.

- **Transparency to support trust** – a critical aspects of trust will be transparency. Transparency through information, effective communication and articulating why CER information and data should be provided to a third party (market body or trader). Explaining the why would support the case for visibility of CER and consumer data. While to enable dispatchability, additional transparency is likely to need to include how energy is being traded, the real time value for consumers and any trade offs.
- **Unlocking innovation – can lead to better outcomes for consumers.** There is the need to open up new opportunities for the energy market and consumer service offerings and Scheduled Lite could be a potential avenue.
- **Consumer protection** – carefully design consumer protections will need to balance consumer needs along with allowing innovation. Principles based protections focus on consumer needs should provide traders with clear boundaries with minimising the potential risks that consumers.
- **Let's not forget about equity** – there are clear benefits to the entire network and all consumers through greater visibility and dispatchability of CER but how do we capture and share the equity for all consumers – especially those who cannot yet access CER.