



26 August 2020

Consumer Data Right - Energy Framework Consultation

Australian Competition and Consumer Commission (ACCC)

COTA NSW supports COTA Tasmania's submission made in response to the ACCC's Consumer Data Right – Energy rules framework consultation. This submission asks the ACCC to consider including a Customer Data Right (CDR) rule that affords energy customers the right to access their own energy data free of charge. COTA NSW supports the consideration of such a rule.

The use of apps that provide customers with detailed data about their interactions with a business or service are not new. Accessing one's own data from data holders in a format that is easy to interpret and use to make informed decisions is expected by Australian customers and their advocates.

The imposition of a fee for customers to access their own energy data from a retailer is unacceptable in modern day Australia, particularly as costs to provide such services are included in many energy retailers existing tariff structures. The use of apps and the digital collection of data using smart or advanced meters should provide increased efficiency and financial benefits to retailers rather than costing them more and charging customers to recoup these costs.

Thank you for the opportunity to support COTA Tasmania's ACCC CDR submission.

Kind regards,

A handwritten signature in black ink, appearing to read 'K Appleby', written over a light blue rectangular background.

Karen Appleby

Senior Policy Officer

Council on the Ageing (NSW)