

28 August 2020

Consumer Data Right
Australian Competition and Consumer Commission (ACCC)

Letter of support for COTA Tasmania's submission to Consumer Data Right – Energy rules framework

TasCOSS is the peak body for the community services sector in Tasmania. Our membership includes individuals and organisations active in the provision of community services to low-income Tasmanians living in vulnerable and disadvantaged circumstances. We advocate on behalf of low-income Tasmanians who often struggle with the cost of electricity and lack the resources to invest in alternative energy options or energy efficiency measures.

TasCOSS supports COTA Tasmania's submission in response to the ACCC's *Consumer Data Right – Energy rules framework consultation*. COTA's submission is asking for consideration of a Customer Data Right (CDR) rule that affords energy customers the right to access their own energy data free of charge. TasCOSS supports this principle and 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 becoming more common-place. Accessing one's own data from data holders in a format that is easy to interpret and use, to enable informed decisions, is a reasonable expectation of customers. What is unreasonable, is imposing a fee or charge for customers to access their own information. It is also out of step with the approach of energy retailers on the mainland that offer similar products free-of-charge.

The use of apps and the digital collection of data using smart or advanced meters provides increased efficiency and financial benefits to energy retailers and the costs of providing such services are included in many energy retailers existing tariff structures. In such circumstances, TasCOSS believes that customers should not be required to pay additional fees and charges to access their own data, using a system that provides an efficiency or benefit for the business.

TasCOSS is pleased to support COTA Tasmania's submission and look forward to your consideration of the issue raised.

Yours faithfully



Adrienne Picone
Chief Executive Officer

Attachment: COTA Tasmania – Submission in response to Consumer Data Right – Energy rules framework consultation