

Discharge of AusNet Services' Administrative Undertaking

Summary of the Essential Services Commission's Decision for Website Publication

The Essential Services Commission (“the Commission”) is pleased to announce that AusNet Services (“AusNet”) has completed its program of work to ensure that eastern Victorian energy customers have properly working smart meters.

Independent audits have confirmed that AusNet customers now have fully functioning smart meters and will be able to access information and services available to other Victorians, such as connecting to electricity more easily or switching to a new electricity retailer faster.

In June 2015, we accepted an Administrative Undertaking (“undertaking”) from AusNet to meet a series of targets for the operation of its smart meters, with all smart meters meeting the required service standards by 31 March 2017.

Over the last 2 years we have closely monitored AusNet's performance in meeting those targets through a series of audits and reports.

The Commission has considered the results of the audits, along with written assurances from AusNet, and we have decided to discharge the undertaking.

In doing so, we took into account that although AusNet failed to meet one of the service level standards, all other requirements of the undertaking had been successfully met. AusNet were unable to fully achieve the 99.9 per cent service level for providing actual metering data within 10 days as required by the undertaking. However, AusNet did achieve 99.8 per cent against this measure. The Commission accepts that AusNet is substantially compliant with this requirement and there are operational reasons that make the target 99.9 per cent difficult to achieve. In order to ensure that AusNet's ongoing performance does not deteriorate, we have asked AusNet to continue reporting on its performance against this standard. These reports will enable us to monitor AusNet's performance against this measure and to take any further action if required.