



19 May 2010

Essential Services Commissioner

Submission for
Regulatory Review - Smart Meters

Smart meters will (as far as is known) enable retailers and distributors -

- to read the meter remotely
- to review the consumer's demand in intervals of half-hour or any multiple
- to disconnect/reconnect consumers and the distributor to intermittently disconnect one or more phases of supply for demand control purposes

Questions which must be resolved.

1. Who takes the ultimate responsibility for a disconnection?
2. How will a consumer know who has disconnected him and why?
3. How will a consumer know whether an interruption to supply is for demand control or is a distribution fault?
4. Will the consumer be able to read the meter at any time and also see cumulative consumption? If not, why not?
5. Customer accounts must show who is the retailer and who the distributor.
6. Relative responsibilities of distributors and retailers must be clarified.

Charles G. Clark.