

# Ministerial Council on Energy

## Standing Committee of Officials - Bulletin No. 188

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### **Release of the Response to Submissions on the Smart Meter Customer Protection and Safety Review– Draft Policy Paper One**

The Ministerial Council on Energy's (MCE) Standing Committee of Officials (SCO) today released its response to submissions on Draft Policy Paper One of the Smart Meter Customer Protection and Safety Review, covering customer protection issues relating to the National Energy Customer Framework (NECF).

In December 2007, the MCE committed to work with stakeholders and the appropriate jurisdictional authorities to review customer protection and safety arrangements and ensure they remain appropriate where smart meters are rolled out.

The response outlines settled policy positions and indicates where further work is required. The response incorporates comments made at the forum held in September 2009; in submissions on Draft Policy Paper One, and submissions related to smart meter material released with the NECF Second Exposure Draft. SCO positions in the paper are based on the NECF legislative instruments introduced into the South Australian Parliament on 27 October 2010. SCO has also considered, where appropriate, the findings of the Essential Services Commission of Victoria's review of consumer protection under the Victorian smart meter roll-out.

SCO is also developing a second draft policy paper in which any issues not resolved in Draft Policy Paper One will be addressed. An outline of this work is included in the SCO response to submissions on Draft Policy Paper One.

This document is also available at [www.mce.gov.au](http://www.mce.gov.au)

MCE Standing Committee of Officials

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