

Data Standards Body

Noting Paper 357– LCCD Benefit Workshop Summary

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Background

To date, the DSB has conducted several consultations on incorporating the Last Consumer Change Date (LCCD)¹ into the standards, with feedback primarily received from data holders and government agencies.²

On 28 August 2024, the Data Standards Body (DSB) held an online workshop with data recipients to address the gap in their input, and to gather their feedback on the value of LCCD in the CDR.³ This Noting Paper provides a summary of this workshop that includes the key issues, risks, benefits, opportunities, and the DSB's proposed next steps.

Workshop Overview

The workshop explored issues data recipients and consumers encounter with currently available historical electricity usage data, and whether CDR supporting LCCD may afford opportunities that include solutions to those issues.

Workshop participants included data recipients (SolvingZero, EnergyFlex, VoltaRocks and Automised Energy) and an industry representative (Consumer Data Advocacy).

The outputs of this workshop will inform standards development relating to LCCD.

Current Issues and Risks

Switching and Data Loss

Data recipients noted current issues of data loss and incomplete datasets, resulting in poor plan comparisons and delays to accurate energy insights. These issues are acute for consumers who switch providers as they lose access to their historical usage data after switching. Consumers need to be with a retailer for more than 12 months to gain accurate historical insights that account for seasonal differences. For consumers who regularly switch, this issue is compounded.

¹ The LCCD field was introduced to the Market Settlement and Transfer Solution (MSATS) in November 2023. The purpose of this inclusion was to address the issue of electricity usage data sharing being limited to the duration a consumer has been with their current retailer, as opposed to their duration at the premises.

² See [Noting Paper 307](#), [Decision Proposal 314](#) and [Noting Paper 351](#) for details on DSBs LCCD consultations.

³ The workshop artefacts and outputs are included in the [Appendix](#).

Cost and Security

Data recipients also cited high costs and security issues arising from the loss of historical data, where data from multiple sources, like distributors, currently needs to be collected, stored, and maintained using different processes, including manual inputs. They further noted that this data can be incorrect and can also include information about previous tenants, adding to privacy and security risks.

Benefits and Opportunities of LCCD in CDR

Switching and Data Loss

Data recipients suggested that leveraging LCCD in CDR would enable continuity and completeness of electricity usage data across retailers regardless of how often consumers switch retailers. This would allow for energy usage analysis and plan switching to be done with greater accuracy and frequency, providing insights that account for seasonal changes for consumers that switch retailers within 12 months. As a result, workshop participants supported LCCD incorporation in CDR as a way to improve consumer outcomes through:

- Better and earlier energy analysis and comparisons;
- More accurate carbon baseline determination; and
- Lowered barriers to energy retailer switching.

Cost and Security

Data recipients suggested that streamlined access through a single channel, the CDR, would reduce costs, security risks, and maintenance issues compared to the existing process whereby data is acquired and managed from different sources. This would also reduce consumer effort by allowing this data to be shared through the CDR, rather than using other more manual and less secure processes.

Recipients noted the possible risk of incorrect data being shared, including data about previous tenants, if the LCCD value was inaccurate. This risk was also suggested by data holders in previous sessions. However, data recipients confirmed that the issue of sharing incorrect data already occurs outside of the CDR today, and that any risks specific to the accuracy of LCCD value, along with the necessary treatments, would emerge from the MSATS and not from the CDR. Conversely, data recipients suggested that accessing this information via the CDR would be more secure. They also noted that the accuracy of the LCCD field would improve over time as retailers fulfil their obligations to ensure the data is correct, thereby reducing the risk of incorrect data being shared.

Another risk raised was that a consumer may not want to share data from a previous retailer, though participants acknowledged that the explicit and informed CDR consent process would allow consumers to deny consent if they were concerned, and as such would help mitigate this risk.

Additional Benefits of LCCD in CDR

Data recipients identified further value that could be realised by leveraging LCCD in CDR. This included the ability for consumers to provide evidence of residency, based on the ability for LCCD to show how long a consumer has occupied a premise, compared to the more limited information available from a single retailer.

Participants also highlighted the potential for greater competition, which could occur through the commoditisation of energy plans that are agnostic of retailers. This would stimulate competition by

enabling a more real-time switching capability, making it easier for consumers to switch providers on a regular basis.

Assessment

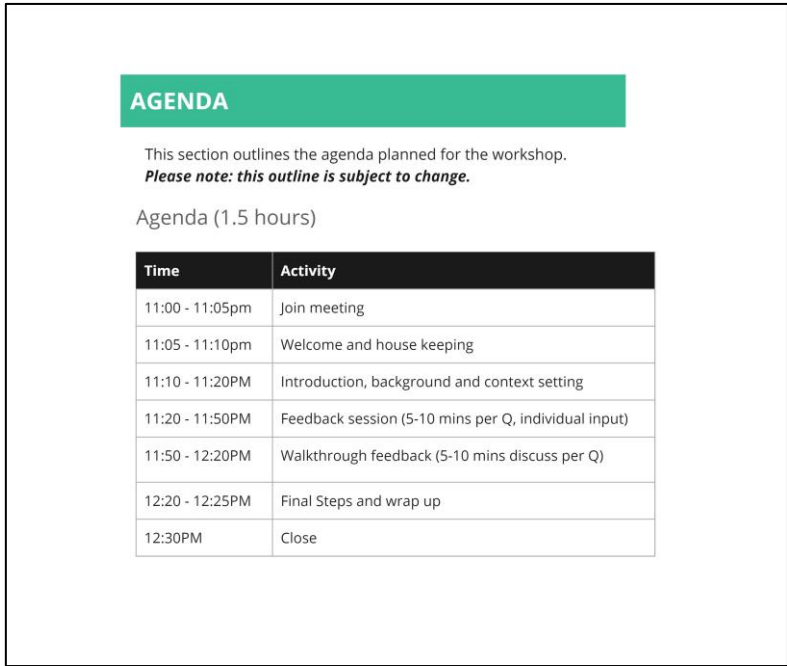
Workshop participants agreed unanimously that LCCD should be incorporated into the CDR based on the risks, issues and opportunities discussed. There was agreement that supporting LCCD in CDR would address a range of historical usage data challenges, including cost and operational efficiencies. In addition to addressing these issues, data recipients agreed that supporting LCCD would afford better outcomes for consumers such as more accurate comparisons, better energy monitoring, lowered barriers to switching, and the reduction of risks and complexity relating to sharing historical usage data today via other methods.

Next Steps

Based on the assessment of LCCD using this workshop's outputs and all feedback to date, the DSB will proceed with phase 2 consultation⁴, which will consult on the appropriate changes to the standards to incorporate LCCD.

Appendix

Miro Board



AGENDA

This section outlines the agenda planned for the workshop.
Please note: this outline is subject to change.

Agenda (1.5 hours)

Time	Activity
11:00 - 11:05pm	Join meeting
11:05 - 11:10pm	Welcome and house keeping
11:10 - 11:20PM	Introduction, background and context setting
11:20 - 11:50PM	Feedback session (5-10 mins per Q, individual input)
11:50 - 12:20PM	Walkthrough feedback (5-10 mins discuss per Q)
12:20 - 12:25PM	Final Steps and wrap up
12:30PM	Close

⁴ See [Noting Paper 307](#)

WELCOME

Acknowledgement of Country

We acknowledge the Traditional Custodians of the various lands on which we work today and the Aboriginal and Torres Strait Islander people participating in this call.

We pay our respects to Elders past, present and emerging, and recognise and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of Australia.

Publication

From today's session the Data Standards Body may:

- Publish this MIRO board as part of information supporting the LCCD Topic
- Refer to the feedback and comments in a generalised way

Recording

This workshop is recorded for note taking purposes. All recordings are kept securely, as are the transcripts which may be made from them. No identifying material shall be provided without the participant's consent. Participants may contact@consumerdatastandards.gov.au should they have any further questions or wish to have any material redacted from the record.

PURPOSE OF SESSION

1. To identify any pain points that LCCD in CDR would help address
2. To assess where enabling LCCD in CDR can provide value (to consumers and ADRs)

BACKGROUND

WHAT'S THE PROBLEM

Context

Access to a consumers energy usage data is limited to the duration they have been with their current retailer, as opposed to the duration at the premise.

This is detrimental for consumers who change retailers frequently and contradicts one of the fundamental goals of CDR.

- Last Consumer Change Date (LCCD) is a means to address this problem
- It is a new field in MSATS, introduced in November 2023
- It's value is set by the retailer to the date an account holder changes for a given NMI/connection point
- The value allows AEMO to know when an account holder changed for a given premise. That date can be used as the data boundary for historical usage data sharing instead of current retailer relationship
- The next step is to adopt and use LCCD in the CDR standards to enable improved sharing of historical energy usage data

FEEDBACK TILL DATE

Till date feedback has predominantly been from retailers with views on costs and compliance.

See below consultations:

1. [AEMO consultation](#)
 - a. [AEMOs paper on the issue](#)
2. [Noting Paper 269 - Energy Move Workshop Outcomes](#)
3. [Noting Paper 307 - LCCD Consultation Approach](#)
4. [Decision Proposal 314 - Last Consumer Change Date \(Phase 1\)](#)
5. [Noting Paper 351 - LCCD Risk workshop summary](#)

Do you support the use of LCD in CDR to improve sharing of historical usage data?

