

## Appendix B: Questions and format for submissions

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Question No.	Related document	Question	Response
Q1	Procedures	Do you have any comments on the draft procedure document for the exchange of consumer consumption information?	A standardised process for requesting (EIEP 13C), presenting and distributing information to agents needs to be a requirement that all retailers accept. We do not want a situation where each retailer has differing processes and formats for releasing information.
Q2	EIEP13A	Do you have any comments on the draft EIEP 13A?	<ol style="list-style-type: none"> <li>1. The manner in which electronic information is transferred should be chosen by the consumer or consumer's agent. A preference should be for EIEP hub over email.</li> <li>2. The information an agent may receive should be made available on a bulk basis – i.e. CSV file containing multiple customers as requested by an agent rather than singular CSV files for each customer.</li> <li>3. What is the criteria of confirming a consumer's agent is qualified to gain access to the EIEP hub and seek the information from the retailer?</li> <li>4. If an agent has been granted access to the EIEP hub is this sufficient for the retailer to accept the agent is authorised by the customer? If not is there a standardised electronic process to confirm an agent's authority for every customer they act for? If yes what information is required?</li> </ol>
Q3	EIEP 13A	Do you consider there are alternatives to an EIEP 13A? Please give reasons for the alternatives.	

Q4	EIEP13B	Do you have any comments on the proposed EIEP 13B? Please give reasons and discussion where you disagree.	
Q5	EIEP13B	Do you consider there are alternatives to an EIEP 13B? Please give reasons for the alternatives.	
Q6	EIEP13B	Do you currently have a method for providing a consumer consumption information? If yes, what is the method and does it include the information that is in EIEP 13B?	
Q7	EIEP13C	Do you agree that an EIEP 13C is required? Please give reasons and discussion where you disagree or consider there are alternatives.	Agree
Q8	EIEP13C	Do you agree that an electronic request form should be provided to allow machine to machine requests provided that the retailer has verified the consumer's request? Please give reasons where you disagree.	Agree – but how does the agent confirm they are authorised to seek information on behalf of the customer. A standardised electronic process accepted across all retailers needs to be adopted.
Q9	EIEP 13C	Do you agree with the use of a Consumer Authorisation code in EIEP 13C? If you disagree please give reasons.	Agree as long as the code will be easily obtainable by the agent.
Q10	EIEP13A and 13C	Do you agree that the registry EIEP transfer hub should be used as one of the transfer mechanisms for EIEP 13A and 13C? Please give reasons where you disagree.	Agree

