

## Appendix B Format for submissions

<b>Submitter</b>	Brandon Liang -Hanegy Ltd
<b>Question</b>	<b>Comment</b>
Q1. What are your views on the Authority's description of the current issues with its monitoring of the retail market? Are there any additional issues we have not included?	The electricity market is constantly evolving, with new players, business models, and regulatory frameworks emerging over time. Monitoring frameworks must be agile enough to adapt to these changes and anticipate emerging risks to market stability and consumer welfare.
Q2. The Authority is proposing that retail market monitoring should be through one consolidated, mandatory request, collected on a consistent basis, that is proactively published, cost-effective, and fills identified information gaps. What are your thoughts on this proposal?	The proposal to implement a consolidated, mandatory request for retail market monitoring data, with proactive publication, cost-effectiveness, and a focus on filling identified information gaps, appears to be a pragmatic and proactive approach to enhance market oversight and transparency.
Q3. What are your views on the Authority's proposal that a new Clause 2.16 notice is the correct tool to improve retail market monitoring?	Retail market monitoring is necessary and fair for all involved retailers, increase transparency.
Q4. What are your views on the ICPs the proposed notice applies to, and do you believe the proposed notice should apply to any other group of ICPs?	No idea at moment
Q5. (For retailers) What is your definition of mass market? Will the request for account managed small businesses capture all the small businesses that fall outside your definition of mass market?	While the request for account managed small businesses may capture a subset of small businesses that require personalized services beyond what is typically offered to the mass market, it may not encompass all small businesses. Some small businesses may still fall within the mass market segment, depending on their needs, preferences, and engagement levels with service providers.
Q6. (For retailers) What method would you prefer to use to submit your data?	Fille zilla

<p>Q7. Do you have any feedback on the proposed notice (Appendix A)?</p>	<p>Once Clause 2.16 is implemented, we can initiate information submissions and requests accordingly.</p>
<p>Q8. (For retailers) Would you be able to provide the information requested in the proposed notice backdated to 1 January 2018? If not, what is the earliest date from which you could provide the requested information?</p>	<p>We can't provide the information backdated 1/01/2018, we only operation since 2019, the earliest date we have to confirm with our IT department.</p>
<p>Q9. What are your views on how the information requested in the proposed notice would meet the Authority's statutory monitoring of competition, reliability, and efficiency in the retail market, and domestic and small business consumers' outcomes? What information do you think is needed to meet the Authority's statutory monitoring requirements?</p>	<p>By collecting and analyzing the requested information, the Authority can gain valuable insights into market dynamics and performance, enabling informed decision-making and targeted interventions to promote competition, reliability, efficiency, and positive consumer outcomes in the electricity retail market.</p>
<p>Q10. Do you believe the benefits of the Authority having this information outweigh the costs? If not, why?</p>	<p>It could be valuable for monitoring market trends, but we're uncertain about the extent to which this information could provide tangible benefits.</p>
<p>Q11. (For retailers) Do you currently provide the Authority with any of the data requested in the proposed notice through any other mechanism that would not be replaced by a new notice (ie, not the RFS notice, or voluntary information provided annually and quarterly).</p>	<p>Nothing at moment</p>
<p>Q12. (For retailers) What is the time and cost for you to put the processes in place to provide the data requested in the proposed notice initially and on an ongoing basis (noting the proposed two month implementation period)? What resources would this take? Please provide evidence to</p>	<p>We're uncertain about the potential cost, as it depends on the IT company's quotation, which will be influenced by the format of the required information.</p>

support any estimates where possible.	
Q13. (For retailers) Do you collect customer or ICP level information on EV chargers? If so, what are the details of this information eg, whether the charger is a smart charger?	Not yet, but we've noticed that many customers are inquiring about EV price plans. Some potential customers are asking if we can assist with upgrading to a smart meter so they can apply for electricity EV plans.
Q14. What are your views on the information the Authority intends to initially publish from the proposed notice, including the proposed level of detail?	The Authority's intention to initially publish information from the proposed notice is a positive step towards enhancing transparency and accountability in the electricity retail market.
Q15. What information do you believe the Authority should or should not publish? What level of detail do you consider appropriate for publication, and why?	Customer privacy information should be protected as expected. If there's a need to check a customer's credit history, it should be done through appropriate channels, such as accessing credit reports, rather than publishing this information publicly. Respecting customer privacy and confidentiality is essential, and sensitive financial information should not be disclosed publicly without the consent of the individual involved.
Q16. (For retailers) What information requested through the proposed draft notice would you expect to mark as confidential under clause 2.21 of the Code?	No comments
Q17. What are your views on the privacy implications of this clause 2.16 notice and the methods we have outlined to manage these?	The privacy implications of Clause 2.16 notice requires a proactive and comprehensive approach that prioritizes consumer privacy rights while still enabling effective monitoring of the electricity retail market.
Q18. (For retailers) Do you foresee this notice creating any new issues or costs for you from a privacy perspective?	The implementation of this notice could potentially introduce new privacy considerations and associated costs, data collection and storage, staff training, educating employees about privacy obligations and best practices for handling consumer data under the notice is necessary.