Making the Invisible Visible, Consumer Interfaces for Smart Meter Data

Gabrielle Breen
Project Manager - Outreach

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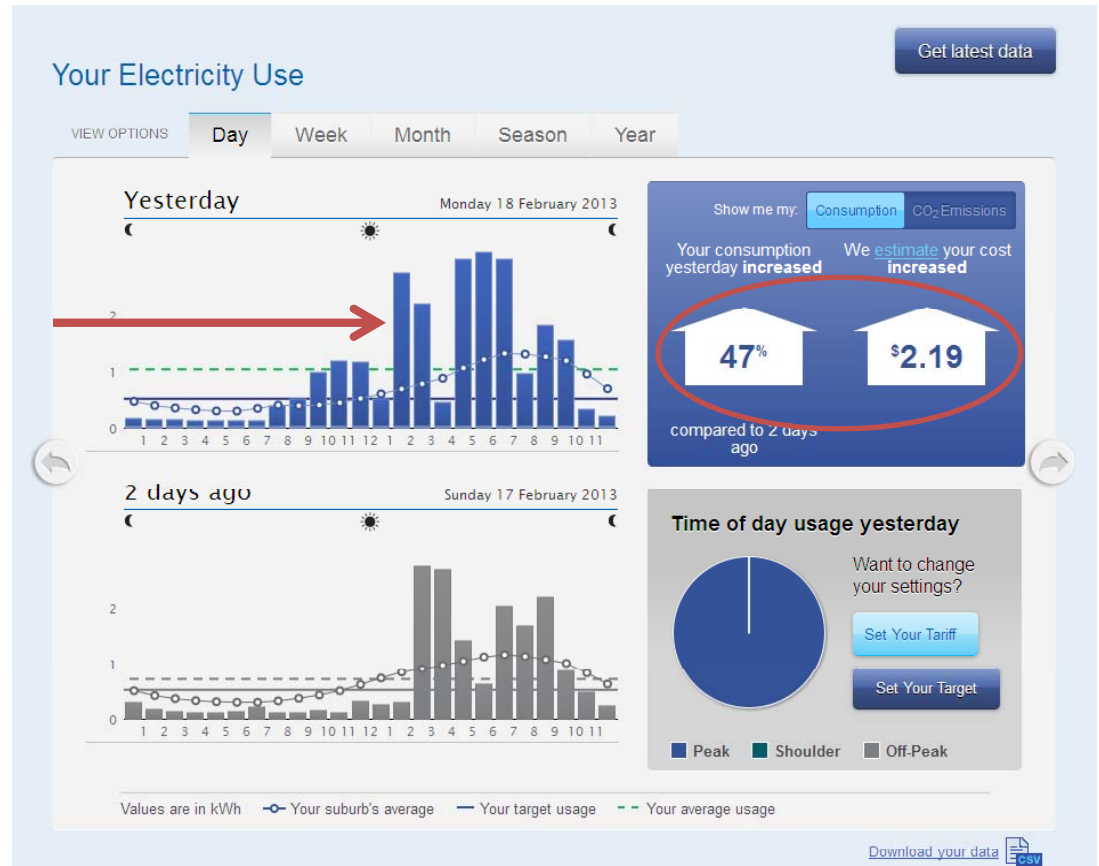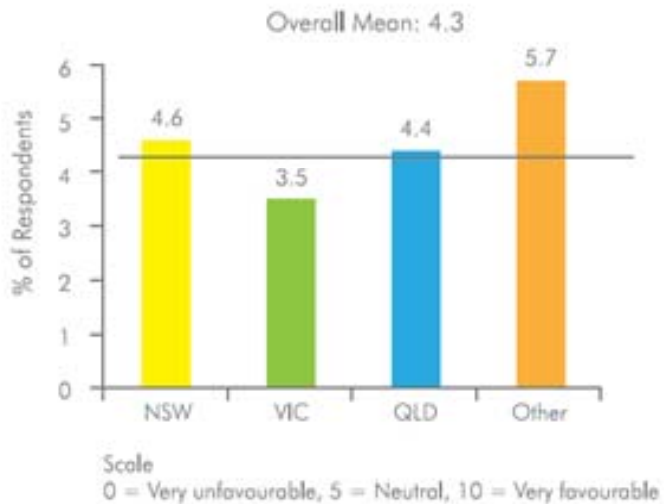
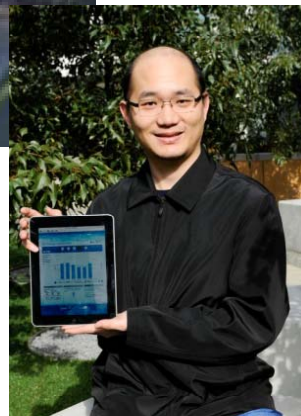# About MEFL

Our History

Our Mission

Smart Meters: Backlash vs Benefits

How do you feel towards the introduction of smart meter technology

Overall Mean: 4.3

- NSW: 4.6
- VIC: 3.5
- QLD: 4.4
- Other: 5.7

Scale
0 = Very unfavourable, 5 = Neutral, 10 = Very favourable

Case Study A: The Nicholson

- 199 apartments, average 6 star
- Mixed tenure
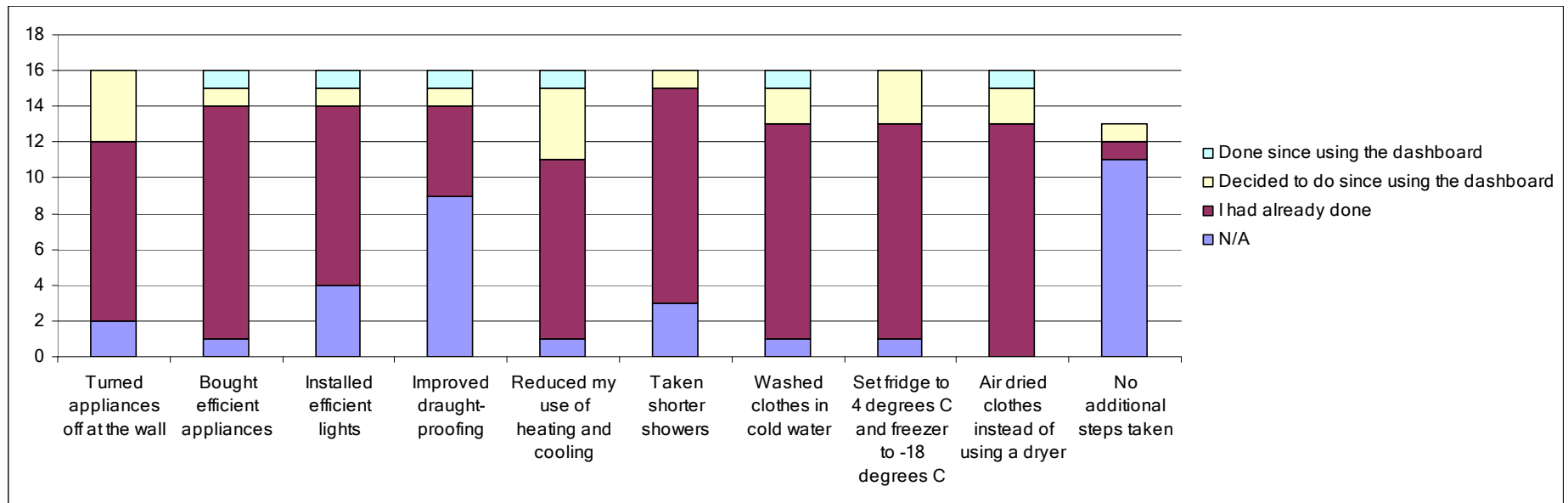- Embedded network
- Tailored web portal

The Nicholson: Findings

- One in five residents used
  - Effective promotions + engaged community
- Positive response to dashboard design
- Difficulties retrofitting existing infrastructure and getting stakeholder 'buy-in'

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Awareness, concern & action

Legend:
- Done since using the dashboard
- Decided to do since using the dashboard
- I had already done
- N/A

Categories (x-axis):
- Turned appliances off at the wall
- Bought efficient appliances
- Installed efficient lights
- Improved draught-proofing
- Reduced my use of heating and cooling
- Taken shorter showers
- Washed clothes in cold water
- Set fridge to 4 degrees C and freezer to -18 degrees C
- Air dried clothes instead of using a dryer
- No additional steps taken

Case Study B: Price comparator on Jemena's 'Electricity Outlook' portal

Price comparator: Findings

- Use of price comparator secondary to portal
- Uptake by early adopters
  - Specific demographic + energy literacy focus
- Use of price tool affected by retail habits
- High satisfaction with price function + portal

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Conclusions / recommendations

- Importance of a consumer-centered approach
  - Supportive regulations for consumer + third party electricity data access
  - Improved communications / community engagement (government and providers)
- Independent provision of electricity data can inform consumer retail decisions

Report copies / Contact

Gabrielle Breen
Project Manager – Outreach
03 9385 8529 / gabrielle@mefl.com.au

Report at www.mefl.com.au/news-and-events/item/1022-getting-the-most-out-of-smart-meters.html

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