



Tasmanian Renewable Energy Alliance

MEDIA RELEASE

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Solar meter problems – let's get it right this time

TasNetworks have today revealed that up to 10,000 customers may not have not been correctly paid for the solar power they have exported to the grid. In some cases the problem goes back to 2011.

The Tasmanian Renewable Energy Alliance congratulates TasNetworks for being proactive in addressing this problem.

But the problem addressed in today's announcement is not the only metering problem affecting solar owners:

- The Aurora billing system provides solar owners with incorrect information about their average electricity use (although this does not affect their bill). Despite repeated requests, Aurora have not committed to fixing this problem.
- Over a year and half ago, we identified that solar owners who purchased after 30 August 2013 were not getting the full benefit of their solar generation if they were using power on a hot water tariff at the same time. This additional problem has still not been fixed. TasNetworks estimate that a software solution to this will not be available until August or September this year. This is over two years since the government instructed Aurora to fix this "as soon as practical".

Solar owners need to know that they are being treated fairly and accurate metering is essential to this.

We call on TasNetworks to engage in more consultation with customers and the solar industry to make sure that all the problems affecting metering of solar customers are fixed.

Existing and future solar customers need to be confident that:

- They will be correctly reimbursed for solar energy exported, right back to 2011.
- They will not have to have their meter replaced twice in one year to get accurate billing.

"All customers need to be able to trust their electricity bill. Today's revelation undermines that trust. Aurora Energy and TasNetworks will need to provide a lot more information to convince solar owners that billing fiascos are behind us" said Jack Gilding, Executive Officer of the Tasmanian Renewable Energy Alliance.

"Without this trust, customers will increasingly be asking whether they are better off not relying on the grid at all" said Mr Gilding.

Media comment:

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