

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 3/2011

Date & Time: Wednesday, 7 September 2011, 1pm

Location: Boardroom, Level 6, 197 St Georges Terrace, Perth

Attendees:	Mr Lyndon Rowe Mr Paul Reid Ms Sarah Lyons Mr Chris Field Ms Mary White (proxy for Mr Mann) Mr William de Haer Mr Richard Meggitt (proxy for Mr Brown) Mr Ian Duncan Mr Chris Wyhoon (proxy for Mr Norton) Mr Tony Seabrook Ms Irina Cattalini	Chairman ERA A/Executive Director, Licensing, Monitoring & Customer Protection, ERA Senior Project Officer, ERA State Ombudsman / Energy Ombudsman Deputy Energy Ombudsman Property Council WA Financial Counsellors Association of WA WA Local Government Association WA Farmers Federation Pastoralists & Graziers Association WACOSS
Apologies:	Mr Paul Kelly Ms Lanie Chopping Ms Jill Rudeforth Mr Charles Brown Mr Mike Norton Mr Wayne Mann Mr Andrew Canion Mr Chris Alexander Mr Gary Newcombe	Executive Director, Licensing, Monitoring & Customer Protection, ERA Assistant Director, Customer Protection, ERA Consumer Credit Legal Service Financial Counselors Association of WA WA Farmers Federation Director, Energy Ombudsman WA Chamber of Commerce & Industry of WA (Small Enterprise Network) Chamber of Minerals & Energy Department of Commerce

1 WELCOME & APOLOGIES

Mr Lyndon Rowe welcomed members and noted apologies as listed above.

2 MINUTES OF MEETING 2/2011 HELD ON 1 June 2011

The minutes were accepted as a true and correct record of the last meeting.

3 UPDATE ON ACTION ITEM REGISTER & STATUS REPORT

The report was taken as read and no issues were raised.

4 ERA PRESENTATION – CURRENT INQUIRY – EFFICIENCY OF SYNERGY’S COSTS AND ELECTRICITY TARIFFS – TERMS OF REFERENCE & ISSUES PAPER, Dr Ursula Kretzer, Manager Projects, References & Research, ERA

Dr Ursula Kretzer provided a presentation on the current inquiry into Synergy's costs and electricity tariffs. A copy of the PPT will be circulated with these minutes.

5 ERA PRESENTATION – CURRENT INQUIRIES – STATE UNDERGROUND POWER PROGRAM – DRAFT REPORT, Ms Sara Proctor, Assistant Director, References & Research, ERA

Ms Sara Proctor provided a presentation on the current inquiry into the costs and benefits of the state underground power program. A copy of the PPT will be circulated with these minutes.

6 ERA PRESENTATION – COMPLETED INQUIRY – SHARED SERVICES, Mr Bruce Layman, Director, References & Research, ERA

Mr Bruce Layman provided a presentation on the recent inquiry into the costs and benefits associated with the provision of Shared Services within the Public Sector. A copy of the PPT will be circulated with these minutes.

7 ERA PRESENTATION – 2011 REVIEW OF THE CODE OF CONDUCT FOR THE SUPPLY OF ELECTRICITY TO SMALL USE CUSTOMERS – COMMENCEMENT, Ms Sarah Lyons Senior Project Officer, ERA

Ms Sarah Lyons provided a presentation on the current review of the Code of Conduct for the Supply of Electricity to Small Use Customers. A copy of the PPT will be circulated with these minutes.

8 GUEST PERSENTATION - WATER LEGISLATION REFORM, Dr Marnie Leybourne, Executive Director Policy & Innovation, Department of Water

Dr Marnie Leybourne provided a presentation on the Water Services Bill and what it will mean for licensees and the ERA. Ms Hazel Kural from DoW also attended this presentation. There was no PPT for this presentation.

9 MEMEBERS PRESENTATION - PASTORALISTS & GRAZIERS ASSOCIATION, Mr Tony Seabrook, Chairman, PGA

Mr Tony Seabrook provided a presentation on the history and role of the Pastoralists & Graziers Association. A copy of the PPT will be circulated with these minutes.

10 ENERGY OMBUDSMAN REPORT

Mr Field introduced Ms Mary White, the Deputy Energy Ombudsman. Mr Field and Ms White provided an overview of the quarterly report (which included the statistics report as an attachment). The Ombudsman highlighted the high rate of complaints and disconnections for electricity customers compared to the same time last year. Ms White stated that this could be a spike as a result of Synergy's current focus on debt recovery and issuing late bills.

Mr Reid advised that the application of financial hardship policies by retailers will be assessed by the ERA's monitoring team in upcoming audits of retail licensees who supply small use customers.

Mr Field requested feedback on the report, via the ERACCC meetings or otherwise.

11 MEMBERS ISSUES

Ms Cattalini requested permission for additional WACOSS staff to attend ERACCC meetings as observers as she feels some of the presentations would be particularly useful to them. Mr

Minutes
Meeting 3 of 2011 - ERACCC – 7 September 2011

Rowe confirmed he was happy for this arrangement to occur, but that it should be on an item specific basis, rather than the additional staff attending the whole of the meeting. Members are to contact Ms Chopping if they would like staff to attend particular presentations.

12 ERACCC ADMINISTRATIVE MATTERS

12.1 Feedback on ERACCC Extranet

None.

12.2 Items delayed from this agenda:

No items have been delayed.

13 CHAIRMAN'S TAKE AWAY & AGREED MESSAGE FOR THE COMMUNIQUE

Mr Rowe requested feedback regarding the range of issues covered by today's agenda and whether people found it useful.

Mr Field commented that he believes the depth, quality and diversity of the issues covered in ERACCC meetings have improved over the years.

14 DATE OF NEXT MEETING

The next meeting will be held on Wednesday, 7 December 2011, 1pm (lunch 12:30pm)

Meeting closed at 5:00pm