

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 4/2011

Date & Time: Wednesday, 7 December 2011, 12:30pm

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

Attendees:	Mr Lyndon Rowe Mr Paul Kelly	Chairman ERA Executive Director, Licensing, Monitoring & Customer Protection, ERA
	Ms Lanie Chopping	Assistant Director, Licensing, Monitoring & Customer Protection, ERA
	Mr Chris Field Mr Wayne Mann	Energy Ombudsman Deputy Energy Ombudsman
	Mr Charles Brown	Financial Counsellors' Association of WA
	Mr Mike Norton	WA Farmers Federation
	Mr Chris Twomey (proxy for Irina Cattalini)	WACOSS
	Mr Andrew Lee (proxy for Gary Newcombe)	Department of Commerce
	Mr Greg Watkinson Ms Wana Yang Ms Sarah Lyons	Chief Executive Officer, ERA A/Executive Director, Economics, ERA Senior Project Officer, ERA

Apologies:

Mr Chris Alexander	Chamber of Minerals & Energy
Mr David Kernohan	Consumer Credit Legal Service
Mr Ian Duncan	WA Local Government Association
Mr William de Haer	Property Council WA
Mr Tony Seabrook	Pastoralists & Graziers Association
Mr Andrew Canion	Chamber of Commerce & Industry of WA (Small Enterprise Network)

1 WELCOME & APOLOGIES

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

2 MINUTES OF MEETING 3/2011 HELD ON 7 September 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 – WESTERN POWER ACCESS ARRANGEMENT 3 – Ms Elizabeth Walters, Assistant Director, Access (Electricity)

Ms Elizabeth Walters and Mr Tyson Self (Manager Projects) provided a presentation on Western Power's access arrangement (AA3). A copy of the PPT will be circulated with these minutes.

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Ms Chopping encouraged members to read the access arrangement Issues Paper, which was published on 7 November 2011, and to make submissions on the Draft Decision, which is due for public consultation in early 2012.

5 ERA PRESENTATION – ELECTRICITY CODE CONSULTATIVE COMMITTEE – DRAFT REVIEW REPORT - Ms Lanie Chopping, Assistant Director, Customer Protection

Ms Lanie Chopping provided a presentation on the ECC's recently published Draft Review Report, which presents the ECC's preliminary views on the identified issues in undertaking the review. A copy of the PPT will be circulated with these minutes.

Ms Chopping encouraged members to read the Draft Review Report and to make submissions by the closing date of 23 December 2011.

6 ERA PRESENTATION – ERA NEW STRATEGIC PLAN - Mr Greg Watkinson, CEO, ERA

Mr Greg Watkinson provided a presentation on the ERA's new strategic plan. There were no slides for this presentation. A copy of the ERA's strategic plan will be circulated with these minutes.

7 MEMBERS PRESENTATION – FINANCIAL COUNCELLORS' ASSOCIATION OF WA - Mr Charles Brown, Executive Officer, FCAWA

Mr Charles Brown provided a presentation on the background and role of the Financial Counsellors' Association of WA. A copy of the PPT will be circulated with these minutes.

8 ENERGY OMBUDSMAN REPORT

The Deputy Energy Ombudsman highlighted the large proportion of complaints that are resulting in an investigation. This has created a pressure on resources, but the backlog is being managed.

ERACCC members commended the format of the report.

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

Mr Rowe requested feedback from each member regarding all of the ERACCC meetings for the year. Members commented on:

- the high quality of the presentations, both internal and external;
- the opportunity to hear about and reflect on a variety of issues;
- the importance of having the opportunity to network with other members; and
- the opportunity to meet various ERA staff and put faces to names.

Mr Rowe posed two questions for the committee to consider:

1. Are there groups that the ERA should be talking to, to further explain the Authority's decisions (such as the recent draft determination on Western Power's new facilities investment test application for the Mid West Energy Project)?; and
2. How can the Authority achieve greater consumer input into its decisions?

Mr Rowe, as well as numerous members, expressed their appreciation and thanks to Ms Chopping for her ongoing contribution and commitment to the committee.

10 DATE OF NEXT MEETING

The next meeting will be held on Wednesday, 7 March 2012, (lunch from 12:30pm)

Meeting closed at 3:45pm