

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 3 / 2013

Date & Time: Wednesday, 4 September 2013, 1:00pm (lunch served 12:30pm)

Location: Ken Michael Room, 4th Floor, Albert Facey House
469-489 Wellington Street

Attendees:	Mr Lyndon Rowe	Chairman, ERA
	Mr Paul Kelly	Executive Director LMCP, ERA
	Dr David Leith	A/Assistant Director Customer Protection, ERA
	Ms Sarah Lyons	Senior Project Officer, Customer Protection, ERA
	Ms Anu Taskinen	Project Officer, Monitoring, ERA
	Mr Paul Schollum	WA Local Government Association (WALGA)
	Mr Andrew Winter	Chamber of Minerals & Energy of WA
	Mr Drew Pearman	Chamber of Commerce & Industry of WA
	Ms Mary White	Energy Ombudsman (<i>proxy – Mr Chris Field</i>)
	Mr Marcus Claridge	Director Energy Ombudsman
	Mr Tony Seabrook	Pastoralists & Graziers Association
	Mr Brent Savage	WACOSS (<i>proxy – Ms Irina Cattalini</i>)
Apologies:	Mr Chris Field	Energy Ombudsman
	Ms Irina Cattalini	WACOSS
	Mr Charles Brown	Financial Counsellors' Association of WA
	Mr Gary Newcombe	Department of Commerce
	Mr William de Haer	Property Council of Australia
	Mr Chris Wyhoon	WA Farmers Federation
Presenters:	Mr Greg Will	Aboriginal Service Coordinator, Horizon Power
	Mr Trevor James	CEO, Synergy
	Mr Daniel Nevin	Manager Legislation and Legal Services, Department of Water
	Mr Rajat Sarawat	Executive Director Economics, ERA

1 WELCOME & APOLOGIES

Mr Rowe welcomed members and noted apologies as listed above. Mr Rowe stated that Mr de Haer has provided notice of his departure from the Perth office of the Property Council. Mr Rowe noted the committee's appreciation of the contribution made by Mr de Haer to the committee and that the Secretariat will work with the Property Council to find an appropriate replacement for Mr de Haer.

2 MINUTES OF MEETING 2/2013 HELD ON 5 JUNE 2013

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

3 GUEST PRESENTATION – Electricity Supply Customer Service in Aboriginal Communities in Remote Western Australia – Mr Greg Will, Aboriginal Service Coordinator, Horizon Power.

Mr Will provided a presentation on the issues that Horizon Power encounters when supplying electricity to remote communities, with a particular focus on the use of pre-payment meters.

4 STATUS REPORT

Mr Rowe spoke to the Status Report, noting the Home Indemnity Final Report, the current inquiry into microeconomic reform, Western Power's price list, the Rate of Return Guidelines and rail access issues. Mr Kelly spoke to the introduction of new water legislation and consequential changes to water licences.

5 GUEST PRESENTATION – Customer Expectations/Business Challenges - Mr Trevor James, CEO, Synergy.

Mr James provided a presentation on the work Synergy has been undertaking to better understand and engage with its customers.

6 GUEST PRESENTATION – New water legislation – Mr Daniel Nevin, Manager Legislation and Legal Services, Department of Water.

Mr Nevin provided a presentation on the introduction of new water legislation. Mr Nevin explained why new legislation is needed and the impact it will have for both customers and service providers.

7 ERA PRESENTATION - ERA Work Program 2013/2014 – Mr Rajat Sarawat, Executive Director Economics, ERA

Mr Sarawat provided a presentation on the ERA's Work Program on behalf of the ERA's CEO, Mr Greg Watkinson.

8 ENERGY OMBUDSMAN REPORT

The report was taken as read.

9 MEMBERS' ISSUES & QUESTIONS

Mr Pearman announced his departure from the Chamber of Commerce & Industry of WA. Mr Rowe thanked Mr Pearman for his contribution to the committee and noted the Secretariat will work with CCI to identify a representative to take his place.

Mr Savage noted that the Standing Council on Energy and Resources has agreed in principle to establish a National Energy Consumer Advocacy Body. Further information can be found at www.scer.gov.au.

10 NOMINATION OF MEMBER TO PRESENT AT NEXT MEETING

Mr Winter offered for the CME to provide a presentation on *The Economic Reach of the WA Resources Sector*, which had initially been due to be presented at today's meeting.

Ms White noted the Ombudsman may be in a position to present on the Water Ombudsman Scheme at the December meeting.

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

Mr Rowe encouraged members to identify topics and/or guests they would like to receive presentations from.

12 DATE OF NEXT MEETING

The next meeting will be held on Wednesday 4 December 2013 (lunch from 12:30pm).

Meeting closed at 3:45pm