

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 2 / 2014

Date & Time: Wednesday, 4 June 2014, 1:00pm

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

Attendees:	Mr Paul Kelly	Executive Director, Licensing Monitoring & Customer Protection (LMCP), ERA
	Ms Cathryn Greville	Assistant Director Customer Protection, LMCP, ERA
	Ms Sarah Lyons	Senior Project Officer, LMCP, ERA
	Mr Andrew Winter	Chamber of Minerals & Energy of WA
	Ms Mary White	Deputy WA Ombudsman
	Mr Chris Twomey	WACOSS (<i>proxy for Ms Irina Cattalini</i>)
	Ms Rebecca Douthwaite	Property Council of Australia
	Mr Charles Brown	Financial Counsellor's Association
	Mr Paul Schollum	WA Local Government Association (WALGA)
	Ms Christine Coyne	Aboriginal Affairs Consultant, Christine Coyne & Associates
Apologies:	Mr Lyndon Rowe	Chairman, ERA
	Ms Irina Cattalini	WACOSS (<i>Mr Chris Twomey attended as proxy</i>)
	Mr Marcus Claridge	Director Energy Ombudsman (<i>Ms Mary White attended on behalf of the Energy Ombudsman and Ombudsman</i>)
	Ms Lisa Kazalac	Chamber of Commerce & Industry of WA
	Mr Leon Bradley	Pastoralists & Graziers Association
	Mr Gary Newcombe	Consumer Protection, Department of Commerce
	Mr Chris Wyhoon	WA Farmers Federation
Presenters:	Mr Paul Schollum	WA Local Government Association (WALGA)
	Mr Paul Kelly	Executive Director, Licensing Monitoring & Customer Protection (LMCP), ERA
	Ms Anu Taskinen	Senior Project Officer
	Ms Cathryn Greville	Assistant Director Customer Protection
	Ms Leonie Browner	Assistant Director References

1 WELCOME & APOLOGIES

Mr Kelly chaired the meeting in place of Mr Lyndon Rowe, who was unfortunately not able to attend. Mr Kelly noted the apologies as listed above and welcomed members to the second meeting of 2014, in particular Ms Christine Coyne, Aboriginal Affairs Consultant from Christine Coyne & Associates. Mr Kelly invited Christine and all members present to introduce themselves briefly.

2 MINUTES OF MEETING 1/2014 HELD ON 5 March 2014

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

3 STATUS REPORT

Mr Kelly spoke to the Status Report. Mr Kelly highlighted key items including new licence applications in electricity and water, the 2013 Water Sewerage and Irrigation Performance Report, review of the electricity Code of Conduct, Western Power's 2014 Price List, Gas Access Arrangement Guideline, Brookfield Rail floor and ceiling cost determination and the ERA's role in monitoring the Wholesale Electricity Market (WEM).

4 MEMBER PRESENTATION – Setting Local Government Rates, and other Challenges for WA Councils – Mr Paul Schollum, Policy Manager Economics, WALGA presented on the issues surrounding local government rates and challenges faced by WA councils, noting the differences for regional and remote councils. Mr Schollum discussed how rates are determined, how local governments raise revenue and expenditure and current rating challenges for local governments.

5 ERA PRESENTATION – Overview of the new Water Licensing Regime – Mr Paul Kelly, Executive Director, Licensing Monitoring and Customer Protection, ERA provided an overview of the new *Water Services Act 2012* including the history of that Act and the key changes from the previous licensing regime.

6 ERA PRESENTATION – What does Monitoring do - Case Study: Water Performance Report – Ms Anu Taskinen, Senior Project Officer, Monitoring, ERA provided an overview of the role of the monitoring team, and discussed the Water Performance Report as an example of the type of work conducted by the ERA in the water area.

7 ERA PRESENTATION – Customer Protection – Water: Overview of the Water Financial Hardship Policy Framework – Ms Cathryn Greville, Assistant Director Customer Protection, ERA presented on the new requirement under the *Code of Conduct (Customer Service Standards) 2013* for water licensees to have a financial hardship policy that is approved by the ERA, and the ERA's recent decision from its review of initial policies submitted by water licensees.

8 ERA PRESENTATION – Update: Inquiry into Microeconomic Reform in Western Australia – Ms Leonie Browner, Assistant Director References, ERA. Mr Bruce Layman, Chief Economist also attended to answer questions. The presentation covered a brief summary of the inquiry including the process undertaken by the ERA and the major issues arising from the draft report. Members had an opportunity to ask questions about the review broadly following the presentation.

9 ENERGY OMBUDSMAN'S REPORT

The report was taken as read. Ms Mary White, Deputy WA Ombudsman highlighted key aspects of the report, and noted the introduction of the new water jurisdiction which will be monitored to identify trends.

10 MEMBERS' ISSUES & QUESTIONS

There were no formal questions on notice. As members had raised issues and questions throughout the meeting and presentations, there were no further questions at this stage of the meeting.

11 NOMINATION OF MEMBER TO PRESENT AT NEXT MEETING

The presentations for the next meeting agenda include a presentation by Synergy on the recent merger with Verve, the ERA work program for 2014/15, a presentation by Irina Cattalini of WACOSS on the new Delivering Community Services in Partnership Policy, along with another update from the References team on the Microeconomic inquiry.

The September meeting agenda will be finalised as soon as possible and circulated well in advance of that meeting.


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

Mr Kelly thanked Mr Paul Schollum for his member presentation, and commented on the links between the ERA presentations from different divisions of the ERA. Mr Kelly encouraged members to identify matters of interest either for a presentation or for questions on notice, and thanked everyone for attending the meeting.

13 DATE OF NEXT MEETING

The next meeting will be held on Wednesday 3 September 2014 (lunch from 12:30pm).

Meeting closed at 4:15 pm


10.6.14

Pam Kelly