

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 2 / 2016

Date & Time: Monday, 13 June 2016, 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, ERA
Ms Caroline Coutts-Kleijer	A/Assistant Director Customer Protection, ERA
Ms Sarah Lyons	Senior Project Officer, Customer Protection, ERA
Mr Luke Hoare	Chamber of Commerce & Industry of WA
Mr Gary McGill	Pastoralists & Graziers Association
Mr David Moore-Crouch	Property Council of Australia
Mr Graham Hansen (<i>proxy</i>)	WACOSS
Mr Tony York	WA Farmers Federation
Ms Dana Mason	WA Local Government Association (WALGA)
Mr Gary Newcombe	Consumer Protection, Department of Commerce
Mr Marcus Claridge	Energy and Water Ombudsman's Office

Apologies:

Dr Stephen King	Member, ERA (<i>ERACCC Chairman</i>)
Mr Benjamin Hammer	Chamber of Minerals & Energy of WA
Mr Charles Brown	Financial Counsellor's Association of WA
Ms Christine Coyne	Aboriginal Affairs Consultant, Christine Coyne & Associates
Ms Irina Cattalini	WACOSS

Presenters:

Mr Simon Middleton	Program Director – Electricity market Review, Public Utilities Office
Mr Gary Newcombe	Director, Community Engagement and Regional Services and Licensing, Consumer Protection, Department of Commerce
Mr Paul Kelly	Executive Director, Licensing Monitoring & Customer Protection (LMCP), ERA
Mr Paul Reid	Assistant Director Monitoring, ERA

1 WELCOME & APOLOGIES

Mr Paul Kelly chaired the meeting. Mr Kelly noted the apologies as listed above and welcomed members to the second meeting of 2016. As there were a number of new representatives, all attendees gave a brief introduction of themselves.

2 MINUTES OF MEETING 1/2016 HELD ON 14 MARCH 2016

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

3 GUEST PRESENTATION – Western Australia’s Electricity Market Review

Mr Simon Middleton, Program Director, Public Utilities Office, provided an overview of the achievements to date in the Electricity Market Review and set out the anticipated schedule for future projects and milestones in the review.

4 ERACCC STATUS REPORT

Mr Kelly spoke to the Status Report, highlighting the following:

- Exemption for a number of small local government water licensees.
- The new electricity code of conduct is due to come into effect on 1 July 2016.
- The ERA has recently established a Water Code Consultative Committee.
- The future for regulation of electricity access arrangements is yet to be confirmed.
- The rail dispute referred to the ERA by Co-operative Bulk Handling Ltd has gone to arbitration and the ERA has no further role to play.

5 MEMBERS PRESENTATION – Review of the Australian Consumer Law

Mr Gary Newcombe, Director, Community Engagement and Regional Services and Licensing, Consumer Protection, Department of Commerce, provided a presentation on the current review of the Australian Consumer Law. Mr Newcombe outlined the top 10 issues that had been identified by the review so far, such as consumer guarantees, unsolicited consumer agreements and product safety.

6 ERA PRESENTATION – New Look ERA

Mr Paul Kelly, Executive Director, Licensing Monitoring & Customer Protection, ERA, provided a presentation on behalf of the ERA’s CEO Greg Watkinson. Mr Kelly explained to members that the ERA is currently reviewing its structure in response to the upcoming changes to the ERA’s functions.

7 ERA PRESENTATION – Bill Debt and Hardship Program Indicators

Mr Paul Reid, Assistant Director Monitoring, ERA, provided an overview of the additional performance indicators that the ERA will be introducing in relation to bill debt and financial hardship programs. The new indicators will be introduced over a two-year period.

8 ERA PRESENTATION – Local Government Water Licence Inspections

Mr Paul Reid, Assistant Director Monitoring, ERA, outlined the ERA’s inspection powers under the *Water Services Act 2012* and explained how they had recently been used in relation to particular water licensees.

9 ENERGY OMBUDSMAN’S REPORT

The report was taken as read. Mr Marcus Claridge, Director of Energy, Energy Ombudsman briefly noted some highlights of the report.

10 NOMINATION OF MEMBER TO PRESENT AT FUTURE MEETINGS

Members were encouraged to consider potential member and guest presentations for future meetings.

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11 MEMBER'S ISSUES & QUESTIONS (Questions on notice)

There were no issues raised by members or questions on notice.

12 ADMINISTRATIVE MATTERS

Ms Caroline Coutts-Kleijer advised that the Secretariat has been reviewing the structure and content of ERACCC meetings and has made a number of suggestions to make the meetings more consultative in nature. Ms Coutts-Kleijer provided members with a copy of the suggested changes so members can consider them for further discussion at the next meeting.

Meeting closed at 4:10pm



MR PAUL KELLY
A/CHAIR, ERACCC

21/9/16