


Economic Regulation Authority

 WESTERN AUSTRALIA

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 3 / 2016

Date & Time: Wednesday, 21 September 2016, 1:00pm
Location: Ken Michael Room, 4th Floor, Albert Facey House
469-489 Wellington Street

Attendees:	Ms Nicky Cusworth	Chair, ERA
	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 Charles Brown	Consumer Credit Legal Service (WA) Inc.
	Mr Benjamin Hammer	Chamber of Minerals & Energy of WA
	Mr Graham Hansen (<i>proxy for Irina Cattalini</i>)	WACOSS
	Ms Christine Coyne	Aboriginal Affairs Consultant, Christine Coyne & Associates
	Mr Marcus Claridge	Energy and Water Ombudsman's Office
Apologies:	Ms Dana Mason	WA Local Government Association (WALGA)
	Mr Tony York	WA Farmers Federation
	tbc	Financial Counsellor's Association of WA
	Mr Luke Hoare	Chamber of Commerce & Industry of WA
	Mr Gary McGill	Pastoralists & Graziers Association
	Mr David Moore-Crouch	Property Council of Australia
	Mr Gary Newcombe	Consumer Protection, Department of Commerce
Presenters:	Mr Charles Brown	Centre Manager, Consumer Credit Legal Service (WA) Inc
	Mr Greg Watkinson	CEO, ERA
	Ms Tracy Wealleans	Communications & Executive Support Coordinator, ERA
	Ms Colette Baker	Communications & Website Administrator, ERA
	Ms Caroline Coutts-Kleijer	A/Assistant Director Customer Protection, ERA
	Ms Sarah Lyons	Senior Project Officer, Customer Protection, ERA

1 WELCOME & INTRODUCTIONS

Ms Nicky Cusworth chaired the meeting. Ms Cusworth noted the apologies as listed above and welcomed members to the third meeting of 2016.

2 MINUTES OF MEETING 2/2016 HELD ON 13 JUNE 2016

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

3 ERACCC STATUS REPORT

Ms Cusworth provided a brief overview of the ERACCC Status Report.

4 ERA PRESENTATION – Review of the Water Services Code of Conduct

Ms Caroline Coutts-Kleijer, ERA, provided an overview of the review of the Water Services Code of Conduct that is currently underway. Ms Coutts-Kleijer highlighted some of the main issues contained in the Consultation Paper regarding the Code review that will shortly be released for public consultation. Members were encouraged to inform the organisations they represent about the upcoming consultation on the Code as this is the first time the Code has been reviewed.

5 ERA PRESENTATION – Review of the Gas Compendium: frequency of gas meter readings & bills

Ms Sarah Lyons, ERA, advised members that the ERA would shortly be seeking public comment on proposed amendments to the Gas Compendium. Ms Lyons outlined an issue regarding the misalignment of frequency of gas meter readings and the requirement to issue bills and explained the options available to the ERA to address the problem.

6 ERACCC Seminar

Members discussed ideas for the ERACCC Biennial Seminar due to be held in May 2017. Seminar topics being considered at the moment include:

- Conciliation, mediation & dispute resolution
- The rise of the prosumer
- Using 'big data' and actuarial analysis to identify those most in need of welfare.

A final decision regarding the seminar topic will be made at the December ERACCC meeting. Further information on the possible topics will be circulated to members well in advance of the December meeting.

7 MEMBER PRESENTATION – Profile of Consumer Credit Legal Service

Consumer Credit Legal Service WA was recently re-appointed to ERACCC. Mr Charles Brown, Centre Manager of CCLSWA, provided an overview of the work of CCLSWA and explained where the organisation fits in with other organisations such as financial counselling and emergency relief.

8 ERA PRESENTATION – Communications at the ERA: challenges and opportunities

Ms Tracy Wealleans and Ms Colette Baker, ERA, provided a presentation on the ERA's strategy for communicating with stakeholders. Ms Wealleans and Ms Baker highlighted some of the challenges involved with communicating complex information and encouraged members to provide feedback and ideas for ways in which the ERA can improve its communication.

9 ERA PRESENTATION – ERA work program 2016-17

Mr Greg Watkinson, ERA, provided a presentation on the ERA's work program for 2016-17, focusing on those items that are likely to be of particular interest to ERACCC members. Mr Watkinson also explained recent changes to the ERA's structure.

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10 ENERGY OMBUDSMAN'S REPORT

Mr Marcus Claridge, Energy & Water Ombudsman, responded to queries regarding trends in the report. Mr Claridge noted that the Water Corporation has started including the Energy & Water Ombudsman's contact details on bills.

11 NOMINATION OF MEMBERS TO PRESENT AT FUTURE MEETINGS

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

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

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

Meeting closed at 3:30pm



MS NICKY CUSWORTH
CHAIR, ERACCC

