

## Minutes

### Meeting of the Economic Regulation Authority Consumer Consultative Committee

#### Meeting 1 / 2018

**Date & Time:** Monday, 12 March 2018, 1:00pm

**Location:** Ken Michael and Stirling Rooms, 4<sup>th</sup> Floor, Albert Facey House  
469 Wellington Street

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<b>Attendees:</b>	Ms Nicky Cusworth	Chair, ERA
	Ms Jenness Gardner	Chief Executive Officer, ERA
	Mr Paul Kelly	Executive Director, Regulation & Inquiries, ERA
	Mr Paul Reid	Assistant Director, Utility Services Regulation, ERA
	Mr Bev Jowle	Financial Counsellors' Association
	Mr Doug Hall (proxy for Gary McGill)	Pastoralists & Graziers Association
	Mr Nathan Viles	Chamber of Commerce & Industry of WA
	Ms Dana Mason	WA Local Government Association (WALGA)
	Mr Graham Hansen (proxy for Louise Giolitto)	WACOSS
	Mr Tony York	WA Farmers Federation
	Mr Marcus Claridge	Energy and Water Ombudsman's Office
	Ms Lanie Chopping (proxy for Penny Lipscombe)	Consumer Protection, Department of Mines, Industry Regulation and Safety
<b>Apologies:</b>	Mr Gary McGill	Pastoralists & Graziers Association
	Ms Louise Giolitto	WACOSS
	Ms Nicole Roocke	Chamber of Minerals & Energy of WA
	Ms Rachael Champtaloup	Property Council of Australia
	Ms Penny Lipscombe	Consumer Protection, Department of Mines, Industry Regulation and Safety
	Ms Christine Coyne	Aboriginal Affairs Consultant, Christine Coyne & Associates
<b>Presenters:</b>	Mr Matthew Cronin	ATCO Gas
	Mr Pat Donovan	ATCO Gas
	Ms Analena Gilhome	ERA
	Ms Elizabeth O'Brien	ERA

**1 WELCOME**

Ms Nicky Cusworth chaired the meeting, and noted the apologies listed above.

**2 MINUTES OF PREVIOUS MEETING (4 SEPTEMBER 2017)**

The minutes of the previous meeting on 4 December 2017 were accepted as a true and correct record of the meeting.

**3 ERACCC STATUS REPORT**

Ms Cusworth summarised the key points from the ERACCC Status Report and took questions from members on the content of the report.

**4 GUEST PRESENTATION: ATCO GAS AUSTRALIA'S VOICE OF THE CONSUMER PROGRAM**

Mr Matthew Cronin from ATCO Gas Australia provided a presentation on ATCO's Voice of the Customer Program. The program captures the views of customers on matters relevant to the next access arrangement for ATCO's South-West Distribution System, due to be lodged with the ERA in September 2018. The presentation included an overview on: the design and implementation of the program; the topics discussed with customers; key insights provided by customers; and the proposed re-engagement with customers before finalising the access arrangement submission. There was a more in-depth discussion of potential price path options over the five-year period covered by the access arrangement, and the composition of the residential and small business customer segments involved in the program.

Representatives from ATCO took questions from members on the presentation, and agreed to provide more information on the organisations that were approached to participate in the consumer and small business segments of the program.

**5 ERA PRESENTATION: IMPLICATIONS OF THE SPECIAL INQUIRY INTO GOVERNMENT PROGRAMS AND PROJECTS**

Ms Cusworth, ERA, provided a presentation on the Special Inquiry into Government Programs and Projects, prepared by former Under-Treasurer John Langoulant AO. The major themes identified in the report were the Royalties for Regions Program, transparency of major projects and the roles of Government Trading Enterprises and Public Corporations.

The presentation briefly outlined the Inquiry's findings on some of the major projects undertaken by Synergy and Western Power, and the implications for the ERA, including clarification of the ERA's role. The Premier responded to the Inquiry in February and stated there would be a clarification of the ERA's role with the Government Trading Enterprises and Public Corporations as part of the Stage 3 Recommendations, which are yet to be implemented.

The Western Power Access Arrangement 4 project team is taking the report's findings into account.

There was a brief discussion of other implications of the report, such as having a single "ownership Minister" for Government Trading Enterprises, and the governance arrangements for government's commercial and quasi-commercial enterprises.



**6 BUSINESS LICENSING INQUIRY: DISCUSSION OF THE INQUIRY PROCESS AND THE RECENTLY RELEASED CONSULTATION PAPER**

Ms Analena Gilhome, ERA, provided an update on the ERA's Inquiry into Reform of Business Licensing in Western Australia, and the recently released Consultation Papers, identifying priority areas for reform, and an analytical framework and guideline for business licensing.

Some members stated that they found the information about current business licences to be a valuable resource.

There followed a wide-ranging discussion about when licensing was appropriate for different industries and business activities, how the regulation of some industries had evolved over time, how licensing can be a barrier to entry for some businesses, and the reasons why the recommendations from previous reviews of business licences had not been implemented by government.

**7 ENERGY OMBUDSMAN'S REPORT**

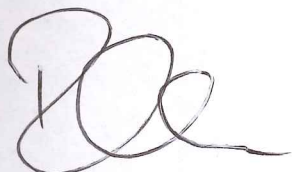
The report was taken as read. Members asked various questions on the report's content, and Mr Marcus Claridge, Director Energy and Water Ombudsman, provided responses to those questions.

**8 CHAIR'S CLOSING COMMENTS**

Ms Cusworth informed members that the ERA's new Communications Officer would be starting on 19 March 2018. Part of the Communications Officer's responsibilities will be developing a stakeholder engagement strategy, which will include a review of ERACCC's role. The Chair invited members to comment on how useful the current ERACCC meetings are for them, and any improvements that could be made. The general consensus was that the meetings are useful, but it is difficult to have a format that is useful to such a wide range of stakeholder groups.

Ms Cusworth stated the next meeting, scheduled for 11 June 2018, would go ahead as planned, but the membership and format of future meetings will be decided as part of the strategic stakeholder engagement strategy.

**Meeting closed at 3:20pm**



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NICOLA CUSWORTH  
CHAIR, ERACCC