



financial
counsellors'
association of
queensland inc.

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PO Box 271 Fortitude Valley Q. 4006

10th November 2009

Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

electricity@qca.org.au

Dear Sir/Madam,

RE: Submission Draft Decision Retailer Reporting Requirements Electricity and Gas Industry Code Reviews

I make this submission on behalf of the Financial Counsellors' Association of Queensland (FCAQ).

FCAQ is the peak body for the Financial Counselling sector in Queensland. The association has 55 members located from Cairns to the Gold Coast and west to Darling Downs.

This submission is allowed to be put in the public domain.

FCAQ welcomes the intent and thrust of this Draft Decision by the regulator, as it will allow a more timely review of disconnections and complaints than what is available at present and the obligation for Distributers to provide disconnection data.

However we note the Draft Decision does not set out the format, layout, terminology (as well as definitions) and presentation of the data to ensure all retailers present their data in a consistent manner that will allow comparison between retailers and to ensure the data is reliable. We urge the Authority to introduce measures that ensure that data received by it is robust and reliable.

Yours sincerely,

David Lawson
Executive Member FCAQ
0407585407

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phone 07 3321 3192 to find a listing of services from which FCAQ members operate