

- 7 MAR 2007

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Mr EJ Hall
Chief Executive
Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001



Dear Mr Hall

Subject: Consumer Advisory Committee Charter

Envestra appreciates the opportunity to comment on the proposed Consumer Advisory Committee Charter.

Envestra supports the proposal for a Consumer Advisory Committee, believing it is important that energy users, particularly small energy users, have access to a body through which to advise the Authority on issues of interest following the introduction of FRC.

Envestra sees a very clear distinction between the roles of the Consumer Advisory Committee and the Energy Ombudsman and considers the functions complement one another. Whereas the proposed Consumer Advisory Committee offers a forum to advise the Authority on the interests of consumers, the Ombudsman will resolve individual disputes and identify systemic issues. Nonetheless, Envestra feels there is an opportunity for the lines between the two functions to become blurred, and so it is imperative the Committee remains solely an advisory body to the QCA and not become an advisor to the Ombudsman, or to other Government and independent organisations.

The proposed Committee membership will provide a balanced viewpoint. However, given the complexities of the present energy markets, Envestra believes there is some merit in having energy distribution and retail representation on the Committee, or as a minimum an organisation with independent energy industry expertise.

Please contact me on (08) 8227 1500 if you would like to discuss Envestra's comments further.

Yours sincerely


A Staniford
Commercial Manager

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