

# QUEENSLAND COMPETITION AUTHORITY

## MINUTES OF CONSUMER ADVISORY COMMITTEE MEETING

WEDNESDAY, 27 FEBRUARY 2013 – 10:00AM

LEVEL 19, 12 CREEK STREET, BRISBANE

### PRESENT:

#### Members

Mr John Hall (Queensland Competition Authority, Presiding Officer)  
Ms Carly Allen (Queensland Council of Social Service)  
Ms Megan Johns (Chamber of Commerce and Industry Queensland)  
Ms Shirley Schurmann (Financial Counselors Association of Queensland)  
Mr Burn Ashburner (Queensland Cane Growers Association)

#### Observers

Mr Gary Sacre (Energy and Water Ombudsman Queensland)  
Ms Elise Terry (Department of Energy and Water Supply)  
Mr Adam Liddy (Queensland Competition Authority)

### APOLOGIES:

Mr Ian Jarratt (Queensland Consumers Association)

### MINUTES

1. Previous minutes            The Committee resolved that the minutes of the meeting held on 12 December 2012 be accepted as a true record of proceedings.

### MATTERS FOR INFORMATION

2. Draft price determination 2013-14            Members discussed the Authority's 2013-14 Retail Price Determination including
- the costs of the Solar Bonus Scheme;
  - the effect of lower demand on network pricing;
  - regional consultation;
  - the transitional period for obsolete tariffs;
  - margin and headroom allowances; and
  - potential responses by the Queensland Government.
3. 2012-13 judicial review            Members discussed the outcome of Origin Energy's judicial review of the 2012-13 Price Determination.
4. Solar feed-in tariff review            Members discussed the report into the Queensland solar feed-in tariff currently being conducted by the Authority. Members discussed issues raised in the Draft Report, including the cost impact for non-PV consumers, and the effect of PV on network costs.

5. Electricity Code amendment – distributor planning requirements	Members briefly discussed the change in the regulation of distributor planning and the subsequent amendment to the Electricity Industry Code.
6. Code enforcement issues	Members were provided with an overview of the enforcement issues dealt with by the Authority since the last meeting, including: <ul style="list-style-type: none"> <li>• an update on billing issues by Origin Energy</li> <li>• a door to door marketing issue for TRUenergy; and</li> <li>• potential Electricity Industry Code breaches identified by EWOQ.</li> </ul>
7. QCA Decisions since last meeting	Members were provided with an overview of decisions made by the Authority since the last meeting, including: <ul style="list-style-type: none"> <li>• the distributor MSS and GSL report for the September quarter 2012;</li> <li>• the market customer report for the September quarter 2012;</li> <li>• the small customer disconnections and complaints report for the September quarter 2012</li> <li>• the Ergon Energy audit of MSS performance; and</li> <li>• the December 2012 report to the Minister.</li> </ul>
8. Forward work program	Agenda paper noted.
9. EWOQ update	In the seven months from July 2012 to January 2013, EWOQ has taken 7,798 cases (including a small number of water related matters) and closed 7,695 cases, with an average of approximately 1,100 cases per month. Billing continues to be the area with the highest case number with 3,471 cases, followed by Credit issues with 756 cases, Transfer issues with 567 cases and Customer Service with 421 cases.
10. DEWS Update	Members were provided with an update from the Department of Energy and Water Supply, including: <ul style="list-style-type: none"> <li>• progress on establishing a national consumer advocacy body;</li> <li>• the potential for a Queensland consumer advocacy group;</li> <li>• a new working group that has been established to examine electricity issues, including the Community Service Obligation.</li> </ul>
GENERAL BUSINESS	No issues were raised.
NEXT MEETING	The next ordinary meeting of the Committee will be held on Wednesday 29 May 2013 from 10:00am to 2:00pm.