

## CONSUMER ADVISORY COMMITTEE

**MEETING:** June 2015

**DATE:** 3/06/2015

**TIME:** 10:00am

<b>Present</b>	<u>Members</u> Mr Charles Millstead (QCA, Presiding Officer) Ms Rose McGrath (Queensland Council of Social Service) Mr Ian Jarratt (Queensland Consumers Association) Ms Robyn Robinson (Council on the Ageing)
<b>Observers</b>	Ms Ilona Cenefels (Energy and Water Ombudsman Queensland) Ms Catherine Barker (QCA) Mr Adam Liddy (QCA)
<b>Apologies</b>	Ms Carly Allen (Queensland Council of Social Service) Mr George Nathan (Financial Counsellors' Association of Queensland) Ms Julia Mylne (Chamber of Commerce and Industry Queensland) Mr Warren Males (Queensland Canegrowers Association) Mr Rodney Cameron (Department of Energy and Water Supply)

- 1 Previous minutes** The Committee resolved via email that the minutes of the meeting held on 25 February 2015 be accepted as a true record of proceedings.
- 2 Status of outstanding issues** The QCA informed members that it had extended an invitation to the Minister for Energy and Water Supply to attend a committee meeting but were yet to receive a reply.

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| 3  | <b>Retail price determination 2015-16</b>    | Members discussed the 2015-16 retail price determination. Members discussed the impact of the Minister's new delegation on the 2015-16 retail price determination process. Members discussed the consultation workshops and the challenges associated with consulting with stakeholders with varying levels of understanding.   |
| 4  | <b>Regional solar feed-in tariff 2015-16</b> | Members discussed the regional solar feed-in tariff for 2015-16. The QCA informed members that it had discovered an error in the calculation, and that a revised final report and gazette notice had been published.  |
| 5  | <b>Energy market reform update</b>           | Members discussed energy market reforms, specifically the introduction of the NECF, its impact on the responsibilities of the QCA, and the role of other regulators under the NECF.<br><br>The QCA undertook to provide further information to members on regulatory roles under the NECF.  |
| 6  | <b>Code enforcement issues</b>               | Members discussed three breaches of the Electricity Industry Code.  |
| 7  | <b>Other decisions since last meeting</b>    | Members discussed customer disconnection statistics. Members discussed the reporting arrangements under the NECF and highlighted the importance of reporting to consumer groups.  |
| 8  | <b>Price comparator statistics</b>           | Members discussed updated usage statistics for the QCA price comparator.  |
| 9  | <b>Forward work program</b>                  | Members noted the paper.  |
| 10 | <b>Continuation of committee nominations</b> | The QCA invited all current members to nominate for membership of the committee for the 2015-16 financial year.   |
| 11 | <b>Schedule of ordinary meetings</b>         | The committee agreed to meet on the following dates in 2015-16: <ul style="list-style-type: none"><li>• Wednesday 26 August 2015</li><li>• Wednesday 25 November 2015</li><li>• Wednesday 24 February 2016</li><li>• Wednesday 1 June 2016</li></ul> Meetings will commence at 10:00am and will be held at the QCA offices at Level 27, 145 Ann Street, Brisbane. Members discussed whether the length of meetings remained appropriate in light of the QCA's reduced role in retail regulation. Members agreed to reconsider the meeting length at the August meeting. |

**EWOQ update** EWOQ updated members on its activities. Members were informed that EWOQ received 9327 cases from the start of July 2014 to the end of April 2015, and closed 8,452 cases in the same period

Top three issues for cases were:

- billing – includes disputed bills / high bills / estimated bills ( approx. 3400)
- credit – includes payment difficulty / disconnections ( approx. 1700)
- customer service – includes no response from entity / poor advice ( approx. 900)

Members were informed that the number of potential systemic issues has decreased this financial year, however there currently appears to be a potential systemic issue experienced by two scheme participants regarding billing delays.

**General business** The QCA provided Members with an update on the establishment of the Queensland Productivity Commission (QPC) and the implications for the QCA. Members were informed that the QPC would take over responsibility for the QCA's Office of Best Practice Regulation and productivity roles, and that some QCA staff may work for the QPC.

Members were also informed that the QPC had received the terms of reference for its energy market review. This review will likely impact the setting of regulated retail electricity prices, and the regional solar feed-in tariff, for 2016-17.

<b>Next meeting</b>	<b>MEETING:</b> 26 August 2015 <b>TIME:</b> 10:00am
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