



INFORMATION

Economic Regulation Authority Consumer Consultative Committee

MEETING OF 4 SEPTEMBER 2013

The Economic Regulation Authority Consumer Consultative Committee (**ERACCC**) provides comment to the ERA on issues affecting Western Australian consumers and, in turn, acts as an information distribution channel for the ERA. Its members represent the interests of a wide range of consumers.

The ERACCC held its third meeting for the year on 4 September 2013. The following presentations were made to members:

Electricity Supply Customer Service in Aboriginal Communities in Remote Western Australia – Mr Greg Will, Aboriginal Service Coordinator, Horizon Power spoke about the issues that Horizon Power encounters when supplying electricity to remote communities.

Customer Expectations/Business Challenges – Mr Trevor James, CEO, Synergy addressed the meeting about the work Synergy has been undertaking to better understand and engage with its customers.

New water legislation – Mr Daniel Nevin, Manager Legislation and Legal Services, Department of Water gave a presentation on the introduction of new water legislation, explaining why new legislation is needed and the benefit it will have for customers.

ERA Work Program 2013/14 – Mr Rajat Sarawat, Executive Director Economics, ERA gave a presentation on the ERA's Work Program for the financial year.

More information about the ERACCC is available on the ERA [website](#).

The ERACCC will next meet on 4 December 2013.

For further information contact:

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