

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 1/2011

Date & Time: Wednesday, 2 March 2011, 12:30 lunch 1pm start

Location: Boardroom, Level 6, 197 St Georges Terrace, Perth

Attendees:	Mr Lyndon Rowe	Chairman ERA
	Mr Paul Kelly	Executive Director, Licensing, Monitoring & Customer Protection. ERA
	Ms Lanie Chopping	Assistant Director, Customer Protection Licensing, Monitoring & Customer Protection, ERA
	Mr Chris Field	State Ombudsman / Energy Ombudsman
	Mr James Edwards (proxy for Mr Chris Alexander)	Chamber of Minerals & Energy
	Mr William De Haer (proxy for Ms Erin Meikle)	Property Council WA
	Ms Sue Ash	WACOSS
	Mr Charles Brown	Financial Counsellors Association of WA
	Mr Ian Duncan	WALGA
	Mr Wayne Mann	Director, Energy Ombudsman, Western Australia
	Mr Mike Norton	WA Farmers Federation
	Mr Tony Seabrook	Pastoralists & Graziers
Apologies:	Mr Andrew Canion	Small Enterprise Network (Chamber of Commerce & Industry of WA)
	Ms Jill Rudeforth	Consumer Credit Legal Service (WA) Inc
	Ms Erin Meikle	Property Council WA
	Mr Gary Newcombe	Department of Commerce

1 WELCOME & APOLOGIES

The Chairman, Mr Lyndon Rowe, welcomed members / proxies.

Mr Rowe welcomed the new ERACCC member the Financial Counsellors Association of WA and their representative Mr Charles Brown.

Mr Rowe noted the new nominee from the Property Council WA Ms Erin Meikle.

Mr Rowe noted the standing apology of Consumer Credit Legal Service for 2011.

Mr Rowe noted that the Consumer Association of WA (CAWA) had not been appointed to a further term on ERACCC and asked that the minutes reflect appreciation of the CAWA contribution in the past. Mr Rowe noted that the CAWA had not been appointed due to their current low level of membership / representation and that they would be welcome to apply if this circumstance changed.

2 MINUTES OF MEETING 4/2010 HELD ON 1 December 2010

The minutes from the last meeting were accepted as true and correct.

3 ACTION ITEM REGISTER

There were no active action item register items for this meeting.

4 STATUS REPORT

A query was raised and Mr Rowe provided a response regarding the State Underground Power Project consultation period.

The report was accepted without further questions.

5 GUEST PRESENTATION – TARIFF AND CONCESSION REVIEW & RESIDENTIAL RENEWABLE ENERGY FEED-IN TARIFF REVIEW – Mr Aden Barker, Project Leader, Office of Energy & Ms Mena Gilchrist, Senior Policy Officer, Office of Energy

A presentation was provided by Mr Aden Barker regarding the Tariff & Concession Review project. Mr Barker outlined the project approach and timeframes and indicated that the likely focus of the work would be on inclining block tariffs.

A presentation was provided by Ms Mena Gilchrist regarding the renewable energy Feed-in Tariff.

A copy of the PPT will be available with these minutes.

6 ERA PRESENTATION – ELECTRICITY & GAS PERFORMANCE REPORTS 2009/10 – Mr Paul Reid, Assistant Director, Licensing, Monitoring & Customer Protection

Mr Reid provided an overview of the performance reporting results from 2009/10.

A copy of the PPT will be available with these minutes.

7 ERA PRESENTATION – CURRENT INQUIRIES – CHICKEN MEAT INDUSTRY ACT 1977 – FINAL REPORT – Dr Ursula Kretzer, Project Manager, References & Research

Dr Kretzer provided a presentation regarding the findings of the final report..

A copy of the PPT will be available with these minutes.

8 ERA PRESENTATION – CURRENT INQUIRIES – HORIZON POWER DRAFT REPORT – Ms Sara O'Connor, Analyst, References & Research

Ms O'Connor provided a presentation regarding the draft report.

A copy of the PPT will be available with these minutes.

9 ERA PRESENTATION – STRATEGIC PLAN & WORK PROGRAM HIGHLIGHTS 2011/12 – Mr Greg Watkinson, CEO

Mr Watkinson provided an overview of the priorities for the coming 15 months.

A copy of the PPT will be available with these minutes.

10 MEMBER PRESENTATION – GROWTH OUTLOOK FOR WA – CHAMBER OF MINERALS & ENERGY – Mr James Edwards, Chamber of Minerals & Energy

Mr Edwards provided a presentation regarding the CME growth outlook.

11 ENERGY OMBUDSMAN REPORT

Mr Wayne Mann presented the Energy Ombudsman WA report and noted the continuing increased level of complaints primarily attributed to Synergy.

Mr Chris Field advised that he was working on a national forum to look at systemic consumer issues in utilities and that this event would be likely to take place later in the year.

12 MEMBERS' ISSUES

Mr Charles Brown noted the number of clients attending financial counselling that had debts that were so large that they were unlikely ever to be repaid.

Ms Ash noted that reform of concessions was timely as the concession and rebate system was not designed to cater for the current environment.

Ms Ash noted her resignation and the fact that Ms Irina Cattalini has been appointed as the new CEO of WACOSS.

13 CHAIRMAN'S TAKE AWAY

Mr Rowe thanked Ms Ash for her contribution.

Mr Rowe noted the need to speak in language that we all understand.

14 DATE OF NEXT MEETING

The next meeting will be held on Wednesday, 1 June 2011 at 1pm.

Meeting closed at 5:00 pm

Next Meeting 2 March 2011, 1:00pm