

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 2/2012

Date & Time: Wednesday, 6 June 2012, 12:30pm

Location: Ken Michael Room, 4th Floor, Albert Facey House, 469-489 Wellington Street

Attendees:	Mr Lyndon Rowe	Chairman, ERA
	Mr Paul Kelly (until 1:10pm)	Executive Director LMCP, ERA
	Ms Cathryn Greville	Assistant Director Customer Protection, ERA
	Mr Andrew Canion	Chamber of Commerce & Industry of WA (Small Enterprise Network)
	Mr Chris Field	Energy Ombudsman
	Mr Marcus Claridge	Director Energy Ombudsman
	Mr Charles Brown	Financial Counsellors' Association of WA
	Mr Tony Seabrook	Pastoralists & Graziers Association
	Ms Irina Cattalini	WACOSS
	Ms Cecilia Broderick (proxy)	Department of Commerce
Apologies:	Mr William de Haer	Property Council WA
	Mr Gary Newcombe	Department of Commerce (proxy – Ms Cecilia Broderick)
	Mr Andrew Winter	Chamber of Minerals & Energy
	Mr Ian Duncan	WA Local Government Association
	Mr Mike Norton	WA Farmers Federation (proxy – Mr Chris Wyhoon)
	Mr Chris Wyhoon (proxy)	WA Farmers Federation
Presenters:	Ms Cathryn Greville	Assistant Director Customer Protection, ERA
	Mr Paul Reid	Assistant Director Monitoring
	Mr Lyndon Rowe	Chairman, ERA
	Mr Adrian Dunne	Senior Project Officer, Access
	Mr Chris Field	Energy Ombudsman
	Ms Irina Cattalini / Mr Chris Twomey	WACOSS

1 WELCOME & APOLOGIES

Mr Lyndon Rowe welcomed members and noted apologies as listed above.

2 MINUTES OF MEETING 1/2012 HELD ON 7 MARCH 2012

The minutes were accepted as a true and correct record of the last meeting.

3 STATUS REPORT

Mr Lyndon Rowe spoke to the status report, highlighting the key matters in that report and upcoming submissions and reports.

Mr Rowe noted the feedback from members that the status report be allocated more time for consideration and discussion during meetings.

Ms Irina Cattalini raised a number of questions regarding the report, including the anticipated completion date for financial hardship policy and standard form contract reviews, which are nearing completion.

4 ERA PRESENTATION – 2010/11 Electricity & Gas Retail and Distribution Performance Reports – Mr Paul Reid, Assistant Director Monitoring, ERA.

Mr Paul Reid provided a presentation on the 2010/11 Electricity and Gas Retail and Distribution Performance Reports. A copy of the PPT will be circulated with these minutes.

5 ERA PRESENTATION – Update on the Gas and Electricity Codes – Ms Cathryn Greville, Assistant Director Customer Protection, ERA.

Ms Cathryn Greville provided a presentation update on the Gas and Electricity Code Reviews. A copy of the PPT will be circulated with these minutes.

6 ERA PRESENTATION – Annual Wholesale Electricity Market Report – Mr Lyndon Rowe, Chairman, ERA.

Mr Lyndon Rowe provided a presentation on the Annual Wholesale Electricity Market Report. A copy of the PPT will be circulated with these minutes.

7 ERA PRESENTATION – Gas Prices and the ERA's Role – Mr Adrian Dunne, Senior Project Officer, Access, ERA.

Mr Adrian Dunne provided a presentation on Gas Prices and the ERA's Role. A copy of the PPT will be circulated with these minutes.

8 GUEST PRESENTATION – The Role of the Energy Ombudsman and Systemic Issues – Mr Chris Field – Energy Ombudsman.

Mr Chris Field provided a presentation on the Role of the Energy Ombudsman and Systemic Issues. A copy of the PPT will be circulated with these minutes.

9 MEMBERS PRESENTATION – Addressing financial hardship – Ms Irina Catalina / Mr Chris Twomey – WACOSS.

DEFERRED.

Due to the general discussion generated by the previous presentations, and the desire to finish the meeting by 4.00pm as scheduled, it was agreed that this presentation be deferred to the next meeting to ensure sufficient time can be allocated to this key issue.

10 ENERGY OMBUDSMAN REPORT

The report was taken as read. Mr Chris Field answered questions from members.

11 MEMBERS' ISSUES

- Ms Irina Cattalini advised that she would raise some additional questions at the next meeting surrounding financial hardship issues and what can be done to assist WACOSS in its advocacy role (eg HEP).
- The issue of financial hardship was discussed briefly by members, and will be addressed in more detail at the next meeting when WACOSS presents on the topic.

12 NOMINATION OF MEMBER TO PRESENT AT NEXT MEETING

The WACOSS presentation will be re-scheduled for the next meeting, and sufficient time allocated to allow for broad discussion and members' questions.

13 CHAIRMAN'S TAKE AWAY & AGREED MESSAGE FOR THE COMMUNIQUE

Following feedback from members, Mr Rowe noted the ERA's presentations were at an appropriate level, in both content and plain language. Mr Rowe also noted that the increased discussion amongst members was encouraging.

Ms Cathryn Greville provided a brief summary of the informal feedback provided by members, in particular noting the feedback which has already been implemented for this meeting. Ms Greville and Mr Rowe thanked members for their feedback and suggestions, and encouraged ongoing feedback on an informal basis.

Mr Rowe indicated that the members' feedback would be addressed in more detail at the next meeting.

Ms Greville also encouraged members to sign up for the ERA's email updates to receive notices about public consultation sought by the ERA and ensure they stay up to date on current issues.

14 DATE OF NEXT MEETING

The next meeting will be held on Wednesday 5 September 2012 (lunch from 12:30pm).

Meeting closed at 4:15pm