

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 3 / 2012

Date & Time: Wednesday, 5 September 2012, 12:30pm

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

Attendees:	Mr Paul Kelly	Executive Director LMCP, ERA (Chaired meeting)
	Mr Lyndon Rowe	Chairman, ERA
	Ms Cathryn Greville	Assistant Director Customer Protection, ERA
	Ms Mary White	Deputy Energy Ombudsman (<i>proxy – Mr Chris Field</i>)
	Mr Marcus Claridge	Director Energy Ombudsman
	Mr Paul Schollum	WA Local Government Association (<i>replacing Mr Ian Duncan</i>)
	Ms Lyndsey Fitzgerald	Financial Counsellors' Association of WA (<i>proxy – Mr Charles Brown</i>)
	Mr Gary Newcombe	Consumer Protection, Department of Commerce
	Mr Drew Pearman	Chamber of Commerce & Industry of WA (Small Enterprise Network)
	Mr Tony Seabrook	Pastoralists & Graziers Association
	Ms Irina Catalini	WACOSS
	Mr Chris Twomey	WACOSS
	Mr Andrew Winter	Chamber of Minerals & Energy
	Ms Sarah Lyons	Senior Project Officer - ERA
Apologies:	Mr Chris Field	Energy Ombudsman
	Mr Chris Wyhoon (<i>proxy</i>)	WA Farmers Federation
	Mr Leslie O'Neill	Rio Tinto
Non Attendance :	Mr William de Haer	Property Council WA
Presenters:	Ms Cathryn Greville	Assistant Director Customer Protection, ERA
	Ms Helen Ensikat	Manager Projects, Economics, ERA
	Ms Irina Catalini / Mr Chris Twomey	WACOSS

1 WELCOME & APOLOGIES

Mr Paul Kelly chaired the meeting in place of Mr Lyndon Rowe. Mr Kelly welcomed members and noted apologies as listed above.

2 MINUTES OF MEETING 2/2012 HELD ON 6 JUNE 2012

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

3 STATUS REPORT

Mr Paul Kelly spoke to the status report, highlighting the key matters in that report and upcoming submissions and reports. Mr Kelly answered members' questions.

4 ERA PRESENTATION – Inquiry into the Efficiency of Synergy's Costs and Electricity Tariffs – Ms Helen Ensikat, Manager Projects, Economics, ERA.

Ms Helen Ensikat provided a presentation on the Inquiry into the Efficiency of Synergy's Costs and Electricity Tariffs, and answered members' questions on the Inquiry. A copy of the PPT will be circulated with these minutes.

5 GUEST PRESENTATION – Addressing Financial Hardship – Ms Irina Catalini / Mr Chris Twomey – WACOSS.

Ms Irina Catalini and Mr Chris Twomey provided a presentation on Addressing Financial Hardship, and answered members' questions on issues arising from that presentation. A copy of the PPT will be circulated with these minutes.

6 ENERGY OMBUDSMAN REPORT

The report was taken as read. Ms Mary White was available to answer questions from members.

7 ERA PRESENTATION – Feedback from Members on ERACCC – Ms Cathryn Greville, Assistant Director Customer Protection, ERA.

Ms Cathryn Greville provided a brief presentation on the feedback provided by members of ERACCC and the steps taken to implement changes based on that feedback. A copy of the PPT will be circulated with these minutes.

8 MEMBERS' ISSUES & QUESTIONS

In the absence of any questions provided on notice, the following items were addressed:

- ERACCC Bi-annual Seminar 2013 – Ms Cathryn Greville advised members of the upcoming seminar in early-mid 2013, and invited suggestions on topics. Ms Greville to send email details of previous seminar topics and call for input from members. Topic to be decided by email resolution out of session.
- Final Decision: Western Power's Proposed Revised Access Arrangement – Mr Lyndon Rowe provided members with a detailed update on the Authority's Final Decision on Western Power's proposed access arrangement revisions for the Western Power Network, released on the day of the meeting. Members were provided with a copy of the Authority's Notice regarding the Final Decision, and an Explanatory Memorandum summarising the decision. Members had the opportunity to ask questions and discuss issues arising from the decision.

9 NOMINATION OF MEMBER TO PRESENT AT NEXT MEETING

Members were asked to consider and suggest topics for future ERACCC meetings, to ensure the meetings are tailored to members' interests. Please forward all suggestions to Ms Greville.

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

The ERACCC received a mix of interactive ERA presentations which helped members understand the components of the final electricity retail tariff. The ERACCC also received a helpful presentation from community sector representatives on the components that contribute to

Minutes
Meeting 3 of 2012- ERACCC – 5 September 2012

financial hardship, including housing and individual circumstances. The ERACCC noted that food stress and nutritional poverty are emerging issues in this regard.

11 DATE OF NEXT MEETING

The next meeting will be held on Wednesday 5 December 2012 (hot Christmas lunch from 12:00pm).

Meeting closed at 4:20pm