

Minutes

Meeting of the Economic Regulation Authority Consumer Consultative Committee

Meeting 2 / 2013

Date & Time: Wednesday, 5 June 2013, 1:00pm (lunch served 12:30pm)

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

Attendees:	Mr Lyndon Rowe	Chairman, ERA
	Mr Paul Kelly	Executive Director LMCP, ERA
	Dr David Leith	A/Assistant Director Customer Protection, ERA
	Ms Sarah Lyons	Senior Project Officer, Customer Protection
	Mr Paul Schollum	WA Local Government Association (WALGA)
	Mr Charles Brown	Financial Counsellors' Association of WA
	Mr Andrew Winter	Chamber of Minerals & Energy of WA
	Mr Drew Pearman	Chamber of Commerce & Industry of WA
	Ms Mary White	Energy Ombudsman (<i>proxy – Mr Chris Field</i>)
	Mr Chris Wyhoon	WA Farmers Federation
	Mr Tony Seabrook	Pastoralists & Graziers Association
	Mr Chris Twomey	WACOSS (<i>proxy – Ms Irina Cattalini</i>)
Apologies:	Mr Marcus Claridge	Director Energy Ombudsman
	Mr Gary Newcombe	Department of Commerce
	Mr William de Haer	Property Council of Australia
	Mr Leslie O'Neill	Rio Tinto
Presenters:	Mr Ray Myles	Manager Customer Services, Alinta Energy
	Ms Carolyn Peel	Manager Credit Management, Synergy
	Mr Craig Butler	Manager Credit Management Strategy, Synergy
	Mr Warrick Ambrosa	Economist, Chamber of Commerce & Industry
	Mr Paul Reid	Assistant Director, Monitoring, ERA

1 WELCOME & APOLOGIES

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

2 MINUTES OF MEETING 1/2012 HELD ON 6 MARCH 2013

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

3 STATUS REPORT

Mr Lyndon Rowe spoke to the Status Report, noting the recent ERACCC Biennial Seminar, the Inquiry into the Efficient Costs and Tariffs of the Water Corporation, Aqwest and the Busselton

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Water Board, the Western Power 2013/14 Price List and the Report to the Minister on the Wholesale Electricity Market.

- 4 GUEST PRESENTATION – Assisting Energy Customers in Financial Hardship** – Mr Ray Myles, Manager Customer Services, Alinta Energy, Ms Carolyn Peel, Manager Credit Management, Synergy and Mr Craig Butler, Manager Credit Management Strategy, Synergy.

The speakers described how Alinta Energy and Synergy manage customers who are experiencing financial hardship and how they undertake consultation during annual reviews of their financial hardship policies.

- 5 ERA PRESENTATION – Tackling Local Government Sewerage Asset Management Issues** – Mr Paul Reid, Assistant Director, Monitoring, ERA.

Mr Reid summarised the asset management problems disclosed in the recent reviews of the 18 Local Government Authority licensees in regional areas. Mr Reid then went on to provide details of the compliance action taken by the Authority against the eight licensees with the most serious problems.

- 6 MEMBER PRESENTATION – Business and Consumer Confidence** – Mr Warrick Ambrosa, Economist, Chamber of Commerce and Industry WA.

Mr Ambrosa's presentation summarised the most recent CCI research into the state of the WA economy, with a particular focus on the drivers of consumer and business confidence.

- 7 ENERGY OMBUDSMAN REPORT**

The report was taken as read.

- 8 MEMBERS' ISSUES & QUESTIONS**

Mr Rowe responded to Mr Winter's request for information on the TPI floor and ceiling costs process, and how it links to the Productivity Commission's review of Part III A (National Access Regime) of the Competition and Consumer Act. Mr Rowe stated that the ERA's role is confined to setting floor and ceiling costs; the ERA has no direct role in the negotiation of prices. Mr Rowe noted that there has never been an agreement under the Railways (Access) Code 2000.

- 9 NOMINATION OF MEMBER TO PRESENT AT NEXT MEETING**

Mr Winter offered a presentation by the Chamber of Minerals and Energy at the next meeting regarding the multiplier effect of mining.

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

Mr Rowe stated that the meeting's agenda illustrates the diverse range of issues the ERA is involved in and hopes that members still find something of use at each meeting.

- 11 DATE OF NEXT MEETING**

The next meeting will be held on Wednesday 4 September 2013 (lunch from 12:30pm).

Meeting closed at 3:45pm