



Notice

Economic Regulation Authority Consumer Consultative Committee

MEETING OF 12 March 2018

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

The ERACCC held its first meeting of the year on 12 March 2018. The following presentations were made to members:

- **ATCO Gas Australia – voice of the customer program**

Mr Matthew Cronin from ATCO Gas Australia provided a presentation on ATCO's Voice of the Customer Program. The program captures the views of customers on matters relevant to the next access arrangement for ATCO's South-West Distribution System, due to be lodged with the ERA in September 2018. The presentation included an overview on: the design and implementation of the program; the topics discussed with customers; key insights provided by customers; and the proposed re-engagement with customers before finalising the access arrangement submission.

- **Implications of the Special Inquiry into Government Programs and Projects**

Ms Nicky Cusworth, ERA, provided a presentation on the Special Inquiry into Government Programs and Projects, prepared by former Under-Treasurer John Langoulant AO. The major themes identified in the report were the Royalties for Regions Program, transparency of major projects and the roles of Government Trading Enterprises and Public Corporations.

The presentation briefly outlined the Inquiry's findings on some of the major projects undertaken by Synergy and Western Power, and the implications for the ERA, including clarification of the ERA's role. The Premier responded to the Inquiry in February and stated there would be a clarification of the ERA's role with the Government Trading Enterprises and Public Corporations as part of the Stage 3 Recommendations, which are yet to be implemented.

- **Inquiry into Reform of Business Licensing in Western Australia**

Ms Analena Gilhome, ERA, provided an update on the ERA's Inquiry into Reform of Business Licensing in Western Australia, and the recently released Consultation Papers, identifying priority areas for reform, and an analytical framework and guideline for business licensing.

There was a wide-ranging discussion about when licensing was appropriate for different industries and business activities, how the regulation of some industries had evolved over time, how licensing can be a barrier to entry for some businesses, and the reasons why the recommendations from previous reviews of business licences had not been implemented by government.



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

The ERACCC will next meet in June 2018.

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