

QUEENSLAND COMPETITION AUTHORITY

MINUTES OF CONSUMER ADVISORY COMMITTEE MEETING

WEDNESDAY, 12 DECEMBER 2012 – 10:00AM

LEVEL 19, 12 CREEK STREET, BRISBANE

PRESENT:

Members

Mr Gary Henry (Queensland Competition Authority, Presiding Officer)

Mr Ian Jarratt (Queensland Consumers Association)

Ms Nadine Lester (Queensland Council of Social Service)

Ms Carly Allen (Queensland Council of Social Service)

Ms Megan Johns (Commerce Queensland)

Ms Shirley Schurmann (Financial Counselors Association of Queensland)

Mr Jonathan Pavetto (Queensland Cane Growers Association)

Observers

Mr Gary Sacre (Energy and Water Ombudsman Queensland)

Mr Darren Schneider (DEWS)

Mr Adam Liddy (Queensland Competition Authority)

Mr Rimu Nelson (Queensland Competition Authority)

APOLOGIES:

MINUTES

1. Previous minutes The Committee resolved that the minutes of the meeting held on 29 August 2012 be accepted as a true record of proceedings.

MATTERS FOR INFORMATION

2. Regulated retail electricity prices 2012-13 – Origin Energy's judicial review application Members discussed the appeal by Origin Energy regarding the Authority's 2012-13 Retail Price Determination including the court proceedings and the potential effect on consumers if the case is upheld.
3. Regulated retail electricity tariffs 2013-14 – transitional issues An outline of the regional workshops conducted by the Authority was provided as well as a presentation of the information provided to workshop participants. Members discussed impacts for customers moving from obsolete to cost reflective electricity tariffs, and the issues in transitioning customers to cost reflective tariffs.
4. Solar feed-in tariff review Members discussed the review of the Queensland solar feed-in tariff currently being conducted by the Authority. Members discussed issues raised in the Draft Report, including the fair and reasonable value for solar photovoltaic (PV) generation, the cost impact for non-PV consumers, and the effect of PV

	on network expenditure.
5. Ergon Energy very large customer transitional issues	The advice provided to the Minister for Energy and Water Supply regarding notified prices for Ergon Energy customers consuming more than 4GWh per annum was outlined and discussed by Members.
6. Advice to the Minister on the renewable energy target and solar bonus schemes	Members discussed the advice provided to the Minister regarding the impacts of the Renewable Energy Target and Solar Bonus Scheme policies on electricity bills.
7. Newly active retailers	It was noted that three retailers have recently become active in the Queensland small residential market.
8. Code enforcement issues	Members were provided with an overview of the enforcement issues dealt with by the Authority since the last meeting, including: <ul style="list-style-type: none"> • an update on billing issues by Origin Energy • a billing issue for TRUenergy; • a new customer welcome pack delay for Lumo Energy and • two contraventions by AGL.
9. QCA Decisions since last meeting	Members were provided with an overview of decisions made by the Authority since the last meeting, including: <ul style="list-style-type: none"> • the December 2012 report to the Minister; • draft small customer disconnections complaints and hardship statistics for the September quarter 2012. • the Authority's review of distributor Network Management and Summer Preparedness Plans; • the distributor's Minimum Service Standards and Guaranteed Service Level report for the 2011-12 financial year; and • market customer reporting for the September Quarter 2012.
10. Forward work program	Agenda paper noted.
11. Schedule of ordinary meetings	Members noted the proposed schedule of future meeting times for the Committee.
12. EWOQ update	EWOQ reported that it has received approximately 5,700 cases (including a small component of water cases) from July 2012 to the end of November 2012, with an average of 1,140 cases per month. EWOQ has also closed 5,680 cases during this same period. <p>Billing continues to be highest complaint area with 2,574 cases. There were 537 cases regarding credit issues and 421 cases relating to the transfer of accounts. EWOQ also referred some 884 cases to other organisations..</p>

13. DEWS
Update

No report.

GENERAL
BUSINESS

No issues were raised.

NEXT
MEETING

The next ordinary meeting of the Committee will be held on
Wednesday 27 February 2013 from 10:00am to 2:00pm.