

STAKEHOLDER NOTICE

4 November 2019

Gladstone Area Water Board price monitoring 2020–25: Access to confidential information regarding customer payments for accumulated revenue under-recovery

We have today made available additional information regarding GAWB's proposal to recover accumulated under-recovered revenues from customers by way of annuities.

Some of this information was initially omitted from the version of Part B of GAWB's regulatory submission published on our website on 1 October 2019 because GAWB claimed it is confidential.

The QCA formally assessed GAWB's confidentiality claim and determined that the proposed amounts attributable to a customer are not confidential to that customer and therefore each customer's amounts should be communicated to them individually.

A new version of Part B of GAWB's proposal which redacts the individual customer amounts is now available on our website (see pages 12 and 15). We also published relevant non-confidential correspondence regarding this matter.

Requesting information

Individual customers of GAWB may now apply to us for access to unredacted information that discloses GAWB's proposal for their:

- (1) respective share of the \$124.7m accumulated under-recovery, and
- (2) respective annuity for the under-recovery to be collected in addition to the proposed prices.

Requests for access to this information should be made via the [contact form](#) on our website. Customers should specify their request in the Comments box of the contact form, including the name of the organisation and official position of the requestor.

Given that this information is new to customers, we will allow stakeholders three weeks from the date of receipt of the information to provide comments, provided they request the information promptly, as we need any comments on Part B of GAWB's proposal by Friday 29 November at the latest.

Background

GAWB's regulatory submission for the 2020–25 price monitoring investigation includes some information over which GAWB claimed confidentiality. Some of this information relates to the \$124.7m accumulated under-recovered revenue (two tables in Chapter 2, Part B of its proposal) and GAWB's proposal for how this revenue should be recovered. Specifically, GAWB claimed confidentiality over each customer's share of the under-recovered revenue, and the annuities proposed to be collected from customers in addition to proposed prices.

This information was initially omitted from the version of GAWB's regulatory submission published on our website on 1 October 2019, pending a request from an interested party for access to this information.

Assessment of confidentiality claim

While the QCA recognises the need to respect the confidentiality of commercially sensitive information, it also recognises that natural justice may require that an interested party is provided access to confidential information it received from GAWB in respect of the price monitoring investigation.

The QCA formally assessed GAWB's confidentiality claims pursuant to section 187 of the QCA Act and determined that the proposed amounts attributable to each customer are not confidential to the relevant customer and should be communicated individually to each respective customer. It considers this is a necessary step to ensure that GAWB's customers are sufficiently informed to engage meaningfully on GAWB's proposal.