

9 April 2015

Dr Malcolm Roberts
Chairman
Queensland Competition Authority
GPO Box 2257
Brisbane Q 4001

Dear Dr Roberts

SEQ Retail Water Annual Performance Monitoring – Guidance Paper March 2015
(Staff Working Paper – Draft Paper)

Thank you for the opportunity for Redland City Council (RCC) to provide input into the QCA's aforementioned Guidance Paper.

In response to this Guidance Paper, RCC would like to highlight concerns around the Customer Engagement portion of the annual information return. RCC believe it would be of benefit to have a more comprehensive understanding of what objectives and outcomes QCA believe customer engagement at the level suggested would achieve.

Currently, Council engages with the community by way of pamphlets within the rates notices, factsheets, leakage and high use alert programs, Council surveys, publication in the local newspapers and a number of other mechanisms. We believe that this level of communication and engagement within our community is sufficient for a Council of our size. To offer a level of customer engagement beyond the current standard would involve considerable investment in resources, a cost which is ultimately passed onto our customers.

RCC feel that the aforementioned report is helpful in terms of defining what needs to be submitted within the information return and are looking forward to a collaborative approach whilst the Light Handed Regulatory Framework is embedded.

Yours sincerely,



Bill Lyon
Chief Executive Officer
Redland City Council