

	<p>A non-profit, volunteer organisation, advocating to advance the interests of consumers in Queensland</p> <p><i>Secretary:</i> <i>Max Howard</i> <i>PO Box 261</i> <i>Corinda Q 4075</i> <i>Telephone: 0419 678 395</i></p>
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4 August 2011

**SUBMISSION ON QCA ISSUES PAPER ON REVIEW OF REGULATED RETAIL
ELECTRICITY TARIFFS AND PRICES**
~ JUNE 2011

BACKGROUND

The Queensland Consumers' Association (the Association) is a non-profit organisation which exists to advance the interests of Queensland consumers. The Association's members work in a voluntary capacity and specialise in particular policy areas, including energy. The Association is a member of the Consumers' Federation of Australia, the peak body for Australian consumer groups and is represented on the QCA's Consumer Consultative Committee and the EWOQ's Advisory Council.

The Association considers it is vitally important that consumer organisations participate in QCA consultations on energy matters. Therefore, the Association has participated as actively as its limited resources would allow in many QCA energy consultation processes.

Furthermore, the Association recognises that the Issues Paper deals with matters of great importance to Queensland consumers. However, the Association regrets that it is unable to make a detailed submission on the Issues Paper and is only able to make the general comments below.

However, the Association hopes to participate in further stages of the review.

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GENERAL COMMENTS

The Association considers:

- It is critically important for the review to ensure that any resultant price increases for consumers are fully justified and minimised.
- There is insufficient time until 1 July 2012 for the review to be completed, any new arrangements put in place, consumers to adjust, and consumer education to be undertaken.
- Any new tariff structures and prices should be phased in to enable consumers to make informed choices about future tariffs, contracts, alternative sources of energy, consumption levels, etc.
- Any new arrangements should be able to easily incorporate future changes to the boundaries of the Energex and Ergon distribution areas and to their pricing policies and pricing zones.
- Any new price setting arrangements should take account of any significant over or under estimation of costs in the previous year.
- QCA should include workshops as well as written submissions in its consultation process.