

# QUEENSLAND COMPETITION AUTHORITY

## MINUTES OF CONSUMER ADVISORY COMMITTEE MEETING

WEDNESDAY, 29 FEBRUARY 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 Megan Johns (Commerce Queensland)

Mr Warren Males (Queensland Cane Growers Association)

Mr John O'Malley (Financial Counselors Association of Queensland)

Ms Linda Parmenter (Queensland Council of Social Service)

Mr Peter Swan (Centre for Credit and Consumer Law)

#### Observers

Mr Alex Archer (DEEDI)

Mr Gary Sacre (Energy and Water Ombudsman Queensland)

Mr Adam Liddy (Queensland Competition Authority)

### APOLOGIES:

Mr Ben Scott (United Retail Federation)

### MINUTES

1. Previous Minutes            The Committee resolved that the minutes of the meeting held on 7 December 2011 be accepted as a true record of proceedings

### MATTERS FOR INFORMATION

2. Authority responsibilities under the NECF            Members discussed the implementation of the National Energy Customer Framework, including:
- that the committee would cease operation from 1 July 2012;
  - the responsibilities of the Authority under the NECF;
  - which organisations would be responsible for matters under the Electricity and Gas Industry Codes;
  - potential timing issues associated with the enabling legislation; and
  - issues regarding the effect of the legislation on the Energy and Water Ombudsman Queensland.

3. Retail Price Determination 2012-13
- Members discussed the 2012-13 Retail Price Determination, including, in general terms:
- the Authority's likely approach to tariffs for card operated meters;
  - residential time of use tariffs;
  - estimation of wholesale energy costs;
  - network tariffs for large customers in the Ergon Energy distribution area;
  - consideration of competition issues; and
  - transitional arrangements.
- The Authority advised that it would release its draft determination on 30 March and outlined the likely consultation period that would be available to stakeholders. Members were informed that the Authority was required to release its final determination by 31 May 2012.
4. Code Enforcement Issues
- Members were provided with an overview of the enforcement issues dealt with by the Authority since the last meeting, including:
- an overcharging issue by TRUenergy;
  - a billing issue by TRUenergy;
  - a customer transfer delay issue by TRUenergy;
  - a market contract issue by Origin Energy; and
  - a bill format issue by Lumo Energy.
5. QCA Decisions since last meeting
- Members were provided with an overview of decisions made by the Authority since the last meeting, including:
- the distributor's Standard Service Order report for the December quarter 2011;
  - the Authority's December 2011 report to the Minister; and
  - the distributor's Minimum Service Standards and Guaranteed Service Level report for the September Quarter 2011.
6. Forward Work Program
- Agenda paper noted.
7. EWOQ update
- Members were informed that from 1 July 2011 to 31 January 2012, EWOQ had taken 8,174 cases (electricity, gas and water) and closed 7,920 cases. Billing continued to be the highest area of complaint with 3,215 cases received, customer service resulting in 967 cases and 773 cases involved credit

issues.

Members were informed that, EWOQ has been in discussions with DEEDI regarding the effect on NECF on the EWOQ scheme, particularly regarding changes to the scope of complaints to be handled by EWOQ.

8. DEEDI  
Update

Members were informed that the Department continued to address complaints from large customers in relation to back billing and businesses on incorrect tariffs. The Department also retained responsibility for energy on supply and disputes relating to Liquefied Petroleum Gas.

Members were informed that the Energy Sector Monitoring was likely to be downsizing following staff losses.

GENERAL  
BUSINESS

The Chair welcomed Mr Warren Males, from the Queensland Cane Growers Association to the Committee.

Mr Ian Jarratt informed members that this would be his last committee meeting.

The Chair noted that Mr Jarratt had served on the Committee from its inception and thanked him for his service.

NEXT  
MEETING

The next (and last) ordinary meeting of the Committee will be held on Wednesday 30 May 2011 from 10:00am to 2:00pm.