

QUEENSLAND COMPETITION AUTHORITY

FINAL MINUTES OF CONSUMER ADVISORY COMMITTEE MEETING

WEDNESDAY, 28 NOVEMBER 2007 – 10:00AM
LEVEL 19, 12 CREEK STREET, BRISBANE

PRESENT: Members
Mr Gary Henry (Presiding Officer - QCA), Ms Jill Lang (QCOSS), Mr Ian Johnson (Canegrowers – representing QFF), Ms Sarah Kearney (Commerce Queensland), Mr David Lawson (FCAQ), Dr Tenzin Bathgate (CCCL), Ms Penny Carr (TU), Mr Ian Jarratt (Queensland Consumers Association).

Observers
Mr John Jones (EOQ), Mr Bruce McCallum (DME), Mr Moston Neck (QCA), Mr Sean Greenup (QCA), Mr Charles Millstead.

APOLOGIES: Mr Ian Baldock (QRTSA)

MINUTES: The Committee resolved that the minutes of the meeting held on 29 August 2007 be accepted as a true record of proceedings.

The Committee noted that an abbreviated form of the official minutes was released on the Authority.

BUSINESS FROM REVIOUS MINUTES

1. Outstanding Issues. The electricity and gas enquiry and complaints procedures were addressed at Agenda Item 6.
2. Administration. No outstanding administration issues from the previous minutes were identified.

MATTERS FOR INFORMATION

1. Presentation from the Ergon Energy Customer Advocate. The Ergon Energy Customer Advocate gave a presentation regarding the role of the Office of the Customer Advocate.
2. Issues Update. An overview was provided of a number of ongoing distribution and retail tasks undertaken by the Authority.

Members noted that the deregulation of gas prices had impacted severely on some customers and there appeared to be little opportunity for consumers (or consumer representatives) to be involved in policy decisions that may result in unanticipated changes to the terms of service provision.

3. Procedures for handling small customer enquiries for electricity and disputes with respect to gas marketing.

The Authority had considered that some aspects of the recommendations of the Consumer Advisory Committee from its August 2007 meeting went beyond the minimum requirements set out in the Codes.

In the absence of any evidence of problems occurring the Authority had decided to review the operation of the procedures in 12 months time (or earlier if needed) and that the CAC would be involved in the review.
4. Benchmark Retail Cost Index (BRCI).

A presentation was provided to Members on the Benchmark Retail Cost Index.
5. Distribution Pricing Principles Statements.

The Committee discussed the process for approving distribution prices and the wider regulation of distribution prices.
6. Update from the Ombudsman.

The Energy Ombudsman Queensland provided an update of the activities of the his office including a discussion on the nature of energy complaints received since the introduction of FRC.

NEXT MEETING The next ordinary meeting will be held on Wednesday 27 February 2008 from 10:00am to 12:00pm.