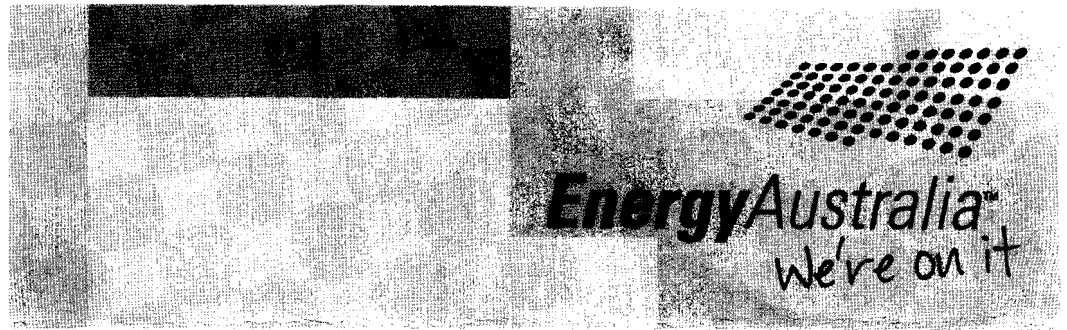


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2 March 2007

Mr Brian Parmenter
Chairman
Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

RE: Draft for Comment - Consumer Advisory Committee Charter

Dear Mr Parmenter,

I refer to the QCA's recently released draft of the Consumer Advisory Committee Charter. EnergyAustralia has reviewed the draft charter and offers the following observations and comments.

Firstly, while EnergyAustralia acknowledges the principles behind the establishment of a customer advisory committee, we believe that the scope of the customer advocacy issues it deals with need to be structured in a manner which is designed to benefit those small customers who, on their own, may lack the resources and/or knowledge to adequately interact with energy industry participants on particular matters. We are also of the view that unless the role of the committee is clearly articulated that there may be a potential for duplication of the work carried out by the soon to be established Ombudsman scheme.

To this extent, EnergyAustralia recommends that the issues that the Committee deal with be restricted to residential and business customers consuming less than 100MWh of electricity or 1TJ of gas per annum. Customers with consumption above these thresholds most typically have available to them resources (for example, legal counsel) to advise and assist them in their dealings with energy industry participants and are often members of industry or other associations who, on the customers' behalf, make representations to both Government and industry participants on specific matters of concern. Additionally, we suggest that the Committee be informed, perhaps directly by the newly appointed Ombudsman, of the scope of the Ombudsman's scheme – this in an effort to minimise any unnecessary duplication by the committee.

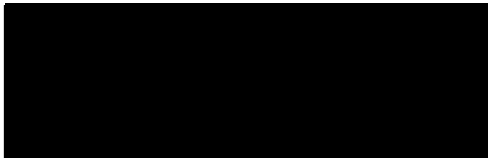
Secondly, EnergyAustralia has some reservations about the level of knowledge and experience on energy related issues that the Members of the Committee will possess and their ability to provide accurate and factual advice to the QCA. Although it is understood that the QCA is, generally, obliged to consult with

industry prior to making any amendments to the relevant industry code(s), such consultation may be streamlined if industry is able to provide input into the Committee's deliberations upfront. To this end, it is recommended that retailers or distributors be invited more regularly than "from time to time" to assist the committee in forming its opinion(s) on certain matters.

Finally, and of greatest concern to EnergyAustralia are the provisions relating to confidentiality. It is our view that the Committee should be bound by identical privacy and confidentiality obligations as are imposed on the QCA. Having an arrangement where information will only be considered to be confidential if agreed to by the majority of the Committee is inappropriate and will likely limit the information provided to the Committee by both Retailers and Distributors as part of any briefing or presentation made.

If you have any questions or would like clarification in respect to any aspect of this submission, please contact EnergyAustralia's Regulatory Strategy Manager Retail, Mr Nicholas Convery, on (02) 9269 2485.

Yours sincerely



Tim O'Grady
Executive General Manager Retail