

QUEENSLAND COMPETITION AUTHORITY

MINUTES OF CONSUMER ADVISORY COMMITTEE MEETING

WEDNESDAY, 29 AUGUST 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 Nadine Lester (Queensland Council of Social Service)

Ms Carly Allen (Queensland Council of Social Service)

Ms Megan Johns (Commerce Queensland)

Mr David Lawson (Financial Counselors Association of Queensland)

Observers

Mr Charles Millsted (Queensland Competition Authority)

Mr Darren Schneider (DEWS)

Mr Gary Sacre (Energy and Water Ombudsman Queensland)

Mr Adam Liddy (Queensland Competition Authority)

APOLOGIES:

Mr Warren Males (Queensland Cane Growers Association)

MINUTES

1. Previous Minutes The Committee resolved that the minutes of the meeting held on 30 May 2012 be accepted as a true record of proceedings.

MATTERS FOR INFORMATION

2. Regulated Retail Electricity Prices 2012-13 – Origin Energy's Intention to Contest Members discussed the grounds upon which Origin Energy are contesting the 2012-13 Retail Price Determination, and the potential effect on consumers if the case is upheld.
Members discussed the effect of freezing Tariff 11 for 2012-13 and preliminary information on the 2013-14 Retail Price Determination.
3. Market contract termination fees Members discussed the recent legislative change limiting contract termination fees and its effect on consumers.
4. Solar feed-in tariff review Members discussed the review of the Queensland solar feed-in tariff and were informed that the Authority had released an issues paper, with submissions closing on 17 September 2012.

Members also discussed recent changes to the Queensland solar feed-in tariff.

5. Code enforcement issues	<p>Members were provided with an overview of the enforcement issues dealt with by the Authority since the last meeting, including:</p> <ul style="list-style-type: none"> • multiple contraventions by Origin Energy • an update on the overdue billing issue by TRUenergy; and • multiple contraventions by AGL.
6. QCA Decisions since last meeting	<p>Members were provided with an overview of decisions made by the Authority since the last meeting, including:</p> <ul style="list-style-type: none"> • the Authority’s review of distributor Network Management and Summer Preparedness Plans; • the 2012 review of the minimalist transitioning approach for Ergon Energy; • potential resolution of Energex’s disconnection process issues. Members also discussed the paper released by DEWS addressing the issue of move-in move-out customer procedures; • Electricity (Retail Billing Guaranteed Service Level) Code Report for the March quarter 2012; • the distributor’s Minimum Service Standards and Guaranteed Service Level report for the December Quarter 2012; • amendments to the Electricity Industry Code relating to minimum service standards for Energex; • amendments to the Electricity Industry Code aligning its requirements with those of the National Energy Customer Framework; • the Authority’s June 2012 Report to the Minister; • market customer reporting for the March Quarter 2012; • small customer disconnections complaints and hardship statistics for the March quarter 2012; and • the distributors’ standard service order report for the March Quarter 2012.
7. Forward Work Program	<p>Agenda paper noted.</p>
8. Committee Membership	<p>Members were informed that the Authority had re-appointed all organisations to the Committee for 2012-13 with the exception of the Retailers Association.</p>
9. EWOQ update	<p>EWOQ reported to Members that from July 2011 until the end of June 2012, EWOQ received 13,489 cases and closed 13,522 cases. From this, the three major complaint categories were Billing at 5,868 cases; Customer Service with 1,606 cases and Credit with 1,302 cases. On average, EWOQ managed approximately 1,100 cases each month from July 2011 to June 2012. In the month of July 2012, EWOQ received 1,017 cases with Billing</p>

(381 cases), Credit (101 cases), Customer Service (55 cases) and Transfer (49 cases) the top complaint categories.

EWOQ also reported that, on 20 and 21 August 2012, Mr Forbes Smith, Energy and Water Ombudsman and Mr Gary Sacre, Regional Manager – South Queensland, attended the Centrelink office at Toowoomba and the ‘Bring your bills’ day at Dalby as part of EWOQ’s strategy to promote the services of the office. EWOQ will also attend ‘Bring your bills’ days at Woodridge and Nambour throughout September 2012.

10. DEWS
Update

Members were informed that on-supply and solar photovoltaic complaints comprised the majority of complaints handled by DEWS in the previous quarter. Members were also informed that the Department had undergone significant changes.

GENERAL
BUSINESS

NEXT
MEETING

The next ordinary meeting of the Committee will be held on Wednesday 28 November 2012 from 10:00am to 2:00pm.