

QUEENSLAND COMPETITION AUTHORITY

DRAFT MINUTES OF CONSUMER ADVISORY COMMITTEE MEETING

WEDNESDAY, 27 FEBRUARY 2008 – 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), Mr Nick Behrens (Commerce Queensland), Mr David Lawson (FCAQ), Dr Tenzin Bathgate (CCCL), Mr Ian Baldock (QRTSA), Mr Ian Jarratt (Queensland Consumers Association).

Observers
Mr Barry Adams (EOQ), Ms Judith Allen (DME), Mr Moston Neck (QCA), Mr Sean Greenup (QCA).

APOLOGIES: Ms Penny Carr (TU)

MINUTES: The Committee resolved that the minutes of the meeting held on 28 November 2007 be accepted as a true record of proceedings.

BUSINESS FROM REVIOUS MINUTES

Outstanding Issues. No outstanding issues were identified.

MATTERS FOR INFORMATION

1. Progress on calculating the BRCI for 2008-09. An overview was provided of the QCA's Draft Decision on the Benchmark Retail Cost Index. Members discussed a number of issues regarding the methodology used to calculate the BRCI. Members recognised that the QCA has a limited role in the determination of retail prices.
2. Qld Retail Market Statistics. Statistics from NEMMCO and Queensland retailers on retail market transfers in Queensland since the introduction of full retail competition were provided for Member's consideration. Members discussed the level of detail in the published NEMMCO data.

Some concerns were raised regarding the level of pricing detail available to the public. It was suggested that consumers might benefit from access to price information from each retailer on a per unit of usage basis, rather than just the current approach where retailers provide an estimated total bill based on a selection of customer's usage.
3. Do not contact again provisions. A paper was presented regarding the "do not contact again" provisions contained in the Electricity and Gas Industry Codes and a letter from the ECC explaining how the provisions were interpreted by ESCOSA for

South Australia. It was suggested that a clear interpretation of the current provisions in the Codes was required. The Ombudsman offered to investigate this matter with a view to establishing a working definition that could be relayed to consumers via a modified EOQ fact sheet.

4. Update from the Ombudsman. An update of the activities of the Energy Ombudsman was provided, including a discussion on the Ombudsman's regional forum held in Rockhampton.

NEXT MEETING The next ordinary meeting will be held on Wednesday 28 May 2008 from 10:00am to 12:00pm.