

CONSUMER ADVISORY COMMITTEE

MEETING: April 2016

DATE: 14/04/2016

TIME: 10:00am

Present	<p><u>Members</u></p> <p>Mr Charles Millstead (QCA, Presiding Officer)</p> <p>Ms Rose McGrath (Queensland Council of Social Service)</p> <p>Ms Robyn Robinson (Council on the Ageing)</p> <p>Ms Julia Mylne (Chamber of Commerce and Industry Queensland)</p> <p>Mr Ian Jarratt (Queensland Consumers Association)</p> <p>Mr Warren Males (Queensland Canegrowers Association)</p>	
Observers	<p>Ms Jennifer Top (Energy and Water Ombudsman Queensland)</p> <p>Ms Catherine Barker (QCA)</p> <p>Mr Adam Liddy (QCA)</p>	
Apologies	<p>Mr Jon O'Mally (Financial Counsellors' Association of Queensland)</p> <p>Mr Rodney Cameron (Department of Energy and Water Supply)</p>	

- 1 **Previous minutes** The Committee resolved that the minutes of the meeting held on 25 November 2016 be accepted as a true record of proceedings.

- 2 **Retail price determination 2016-17** Members discussed the 2016-17 retail price determination process. Members discussed the QCA's draft determination, in particular:
 - changes in forecast costs
 - reasons behind differing price outcomes for business and residential customers
 - potential impacts on customers of draft prices

- the uniform tariff policy and its impact on taxpayers and electricity customers
- the methodology used by the QCA to determine retail costs, and
- impacts on customers on transitional and obsolete tariffs.

Members discussed the processes which impact on final prices paid by customers, including the regulation of network entities by the Australian Energy Regulator.

The QCA encouraged Members to provide submissions on the draft determination and reminded Members that submissions close on 20 April 2016.

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| 3 | Solar feed-in tariff for regional Queensland | The QCA informed Members that it had received a ministerial direction to set the solar feed-in tariff for regional Queensland. The direction instructs the QCA to set the feed-in tariff using the same methodology as previous years, and to publish the tariff by the end of May. |
| 4 | South east Queensland electricity market monitoring | <p>The QCA informed Members that it was in discussions with the Department of Energy and Water Supply regarding the QCA's market monitoring role which is due to commence from 1 July 2016.</p> <p>Members discussed some options for the potential scope and methodology of market monitoring, and how the report may impact on retail operating cost estimates for regional Queensland notified prices.</p> |
| 5 | Enforcement issues | Members discussed a Guaranteed Service Level (GSL) payment exemption application from Energex. |
| 6 | Other decisions since last meeting | Members discussed December quarter 2015 GSL payment information from Energex and Ergon Energy. |
| 7 | Forward work program | Members noted the paper. |
| 8 | CAC charter | Members noted a minor amendment to the CAC charter. |

EWOQ Update

EWOQ updated members on its activities. Members were informed that Ms Anna Moynihan has been appointed the Chair of the Advisory Council and Mr John Jones is currently the Acting Energy and Water Ombudsman until the appointment of a new Ombudsman.

From 1 July 2015 to 31 March 2016, EWOQ received 6,950 cases.

The top three issues for cases were:

- Billing – includes disputed bills / high bills / estimated bills (2,602)
- Credit – includes payment difficulty / disconnections / bad debt (1,156)
- Customer service – Failure to inform/respond, incorrect advice, poor attitude/service (617)

General business Members discussed the timing of the next meeting and agreed it should follow the final determination for electricity prices.

Next meeting	MEETING: TBC TIME: TBC
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