

CONSUMER ADVISORY COMMITTEE

MEETING: March 2018

DATE: 27/03/2018

TIME: 3:00pm

Members present	Mr Charles Millstead Mr Joseph Kelly Ms Robyn Robinson Mr Warren Males Ms Rose McGrath	(QCA, Presiding Officer) (Chamber of Commerce and Industry Queensland) (Council on the Ageing) (Queensland Canegrowers Association) (Queensland Council of Social Service)
Observers	Ms Ilona Cenefels Mr Rod Cameron Mr Adam Liddy Mr George Passmore	(Energy and Water Ombudsman Queensland) (Department of Natural Resources Mines and Energy) (QCA) (QCA)
Apologies	Mr Mark Grenning Mr Jon O'Mally Mr Ian Jarratt	(Energy Users Association of Australia) (Financial Counsellors' Association of Queensland) (Queensland Consumers Association)

- 1 **Previous minutes** The Committee resolved that the minutes of the meeting held on 21 April 2017 be accepted as a true record of proceedings.

- 2 **Regulated electricity prices** Members discussed the QCA's draft determination on regulated regional electricity prices for 2018–19. Members discussed the consultation workshops held by the QCA.

Members discussed electricity price levels in general, and their impact on residents, business and the wider economy.

Members discussed the standing offer differential, the need for it, and ways in which it could be calculated.

Members discussed the introduction of advanced digital meters. Members were concerned at the additional costs associated with these meters, and discussed the benefits to consumers, retailers and networks.

The Chair thanked members for their submissions to the interim consultation notice, and invited submissions on the draft determination.

- 3 **Solar feed-in tariff for regional Queensland** Members discussed the 2018-19 regulated solar feed-in tariff setting process, and the direction to provide advice on a time-varying feed in tariff. The QCA informed members that the Minister did not require consultation as these processes followed the same methodologies as in previous years. Members considered that as the methodology has been unchanged for several years there could be value in consulting on the methodology in future.

- 4 **South east Queensland electricity market monitoring** The QCA updated Members on the expected process for electricity market monitoring for 2017-18.

Members discussed the level of discounting for market offers, the varying base rates discounts were calculated from, and the impact they had on vulnerable customers. Members discussed the benefits of standing offers relative to market offers.

- 5 **Report on south east Queensland solar feed-in tariffs** Members discussed the 2016-17 report on south-east Queensland solar feed-in tariffs, and the upcoming report for 2017-18.

- 6 **SEQ retail price comparison** Members discussed the south-east Queensland retail price comparison report. Members discussed the presentation of findings, and how these may be affected by using median and average figures.

Members stated the report provided a useful comparison of regional and south east Queensland prices.

- 7 **Guaranteed service level review** Members discussed the Guaranteed Service Level (GSL) review. Members raised issues of equity which result from differing standards for customers on different feeder types. Members discussed the impact of GSLs on network costs.

- 8 **Warning notice** Members discussed the warning notice issued to Ergon Energy Corporation Limited (Ergon Distribution) for failing to meet service order performance standards. The QCA informed Members that Ergon Distribution was reporting monthly on the issue, and it's most recent report indicated Ergon Distribution's performance had returned to acceptable levels.

The QCA undertook to keep Members informed of future developments.

- | | | |
|----|---|---|
| 9 | Electricity Distribution Network Code amendments | Members noted the paper. |
| 10 | Enforcement issues | Members were updated on investigations into compliance with standing offer fee regulations and a breach of these regulations by one retailer. |
| 11 | Other decisions since last meeting | Members discussed GSL payment reports from Energex and Ergon Distribution. |
| 12 | Forward work program | Members noted the paper. |

EWOQ Update

EWOQ updated members on its activities. Members were informed that EWOQ has experienced an increase in the number of complaints registered compared to the same period last year. From a systemic perspective EWOQ are seeing complaints due to delays with meter installations (both new and replacement).

The monitoring and reporting of systemic issues within EWOQ is now part of the Assessment, Investigation and Resolution business area and as such there will be a new EWOQ representative at the next meeting.

Department of Natural Resources Mines and Energy update

The Department of Natural Resources Mines and Energy (DNRME) updated Members on its activities including on-supply customer regulation, changes to market monitoring and updated information on energy rebates.