

ICRC Consumer Consultative Committee

Meeting 1/2022

Tuesday 22 March 2022

Work in-progress

1. ACT Retail Electricity (Transparency and Comparability) Code

The ACT Retail Electricity (Transparency and Comparability) Code started on 1 October 2021.

The code requires retailers to advertise their prices against a benchmark to make it easier for consumers to compare offers, tell their customers about plans that might save them money and give their customers tailored information to help them choose the best plan for them.

On 14 December 2021, we published a fact sheet that explains how the code helps consumers shop around to find the best plan for their circumstances and what they can expect from electricity retailers.

We are monitoring how retailers comply with the code. We encourage customers to share their experiences with us, particularly if they believe a retailer is not complying with the requirements of the code.

Information about the code and the fact sheet is at: <https://www.icrc.act.gov.au/energy/act-retail-electricity-transparency-and-comparability-code>

2. Water and sewerage services price investigation 2023–28

On 30 June 2023, the current price direction for water and sewerage services prices will expire.

In December 2021, we received terms of reference from the ACT Government to start an investigation into regulated water and sewerage services prices. From this investigation, we will determine the amount of revenue Icon Water can earn, and what prices it can charge, over the period 1 July 2023 to 30 June 2028. We will consult with the ACT community in making the price determination.

On 1 March 2022, we released an issues paper outlining our approach to the price investigation. Submissions on the issues paper close on Friday 8 April 2022.

We are in the process of engaging a consulting firm to assist us in reviewing Icon Water's operating expenditure and capital expenditure program. We will ensure that Icon Water's expenditure program is necessary to provide high-quality, reliable and safe water and sewerage services to the ACT community at the lowest feasible cost.

Information about the price investigation and the issues paper is at: <https://www.icrc.act.gov.au/water-and-sewerage/regulated-water-and-sewerage-services-prices-202328>

3. Forecasting demand for water and sewerage services

We have finished our review of the methods we use to forecast demand for water and sewerage services in the ACT. On 9 December 2021, we released the final report. The report sets out the methods and data we will use to forecast demand for water and sewerage services in the 2023–28 price investigation.

To read our final report, please see: <https://www.icrc.act.gov.au/water-and-sewerage/review-of-water-and-sewerage-services-demand-forecasting-methods>

4. 2020–21 Annual report

On 2 December 2021, we published our annual report for 2020–21.

The report presents a summary of our activities and performance in 2020–21 and outlines our work plan for this year and the next 3 years.

To read our annual report, please see: <https://www.icrc.act.gov.au/about-us/annual-reports>