

MEETING NOTES

Consumer Consultative Committee

22 March 2022 2:00–3:45 pm
Video conference

Welcome, opening comments and apologies

Senior Commissioner Joe Dimasi welcomed the attendees and outlined the agenda for the meeting.

Apologies were received from:

Helen Oakley (Conservation Council), Michelle Colefax (St Vincent De Paul), Ashlee Berry (Master Builders Association), Peter Jensen (Ratepayers Association), Geoff Buchanan (ACTOSS), Alison Rowe (ICRC) and Annette Weier (ICRC).

Attendees

Adam Poulter (ACTOSS), Glenys Patulny (Combined Community Councils of the ACT), Dinko Colak (Canberra Business Chamber), Graeme Neate (ACAT), Derek Schild (Legal Aid), Ryan Ostapowicz (ICRC), Chris Adkins (ICRC), Lachlan Phillips (ICRC), Manish Agarwal (ICRC), Irina Umback (ICRC), Khoi Deng (ICRC), Haidi Hong (ICRC), and Taehyun Ryu (ICRC).

Retail Electricity (Transparency and Comparability) Code Update

Chris Adkins provided an update on the Code and encouraged CCC members to invite their members to give us feedback on any concerns they have about the NERL retailers' compliance.

Glenys Patulny asked if the reference price comparison wording could be made clearer. Senior Commissioner Dimasi noted that the objective was to ensure that people could rely on the figures when comparing different offers. Glenys also noted that the Energy Made Easy site asked for a lot of personal information which could put people off using it.

Dinko Colak asked how the reference price was calculated. Senior Commissioner Dimasi explained that the reference price is set by the Government based on the ActewAGL prices that we approve.

Adam Poulter (ACTCOSS) said that the Code was clear and useful and that ACTCOSS is pleased with what they are seeing.

Water and sewerage price investigation

Irina Umback and Manish Agarwal presented on work to date on the price investigation.

Glenys Patulny suggested that the consultant should also have environmental credentials. Senior Commissioner Dimasi explained that we are the economic regulator and the consultant's role is to ensure that the information Icon Water provides us is correct. Glenys also asked about how waste matter is treated. Senior Commissioner Dimasi explained that this question should be directed to Icon Water's CEO.

Adam Poulter asked whether Icon Water's pricing proposal would include water smart meters and if so, how would this impact on vulnerable and disadvantaged families. Senior Commissioner Dimasi explained that if it was included in the pricing proposal, we would weigh the cost against the benefits to the community.

Senior Commissioner Dimasi encouraged submissions to the investigation.

Date of next meeting and any other business

Senior Commissioner Dimasi proposed that the next CCC meeting be in August where an overview of Icon Water's pricing proposal could be presented. All attendees agreed this was a good idea.

Graeme Neate asked if the presentation slides could be circulated. This was agreed.

Work in Progress

A summary of current and upcoming projects was circulated prior to the meeting and noted by attendees.
