



# ON THE WIRE

National Electricity Market **Capacity Building in the Community Sector**

February 2004

## This Edition

Project Update

Focus Issue – Peak Demand

Across the Nation

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The Network

## Project Update

### Background

In December 2000 the National Electricity Code Administrator (NECA) reported that domestic customers lacked resources to participate in decision processes in the national electricity market (NEM). In September 2001 the Australian Competition and Consumer Commission (ACCC) authorised the establishment of the NECA Advocacy Panel (the Panel) to fund end-user advocacy in the NEM.

The Panel began distributing funds in March 2003 and in June 2003 the Consumer Law Centre Victoria (CLCV) was funded to undertake a project to establish a national network of community agencies (including consumer, welfare and environment agencies) in order to strengthen their capacity to participate more effectively in the NEM (NEM Project).

The CLCV believes that the NEM Project, and the development of a network of community agencies to focus on national electricity issues, is crucial and timely and we are grateful, accordingly, for the generous funding provided by the Panel to establish the NEM Project.

### CLCV

The CLCV is one of Australia's leading consumer organisations representing the interests of consumers in a range of national markets, including utilities. The CLCV has developed and delivered a number of key capacity building projects over recent years including the Victorian Essential Services Consumer Advocacy Project (VESCAP) funded by the Myer Foundation, Reichstein Foundation and the Office of the Regulator-General (now the Essential Services Commission). The VESCAP project identified and developed key consumer networks to contribute to energy debates in Victoria, informed those debates through a series of seminars and developed a

comprehensive Essential Services Resource Kit. Since that project was completed in 2002, vast developments in both the electricity industry nationally and the community sector have taken place, giving rise to the need for the NEM Project.

In addition to undertaking research, policy development, advocacy and education, the CLCV also operates a free consumer legal dispute resolution practice, assisting low-income consumers with legal advice and representation.

### NEM Project Vision

In developing the network, the CLCV together with stakeholders and expert consultants, will create educational material to be delivered to interested stakeholders and also facilitate training within each jurisdiction by local experts. Through their participation in seminars about the NEM, network members can work together to identify and prioritise issues and target those domestic end-user interests most in need of advocacy. On the Wire will inform members of the progress of the network and also provide information on issues of relevance.

The NEM Project is designed to facilitate effective community sector contributions to debates in the NEM so that the interests of consumers are clearly articulated and the decision-making processes in the NEM are balanced.

### Steering Committee

The CLCV recognises the importance of collaborating with the wider community sector in delivering the NEM Project and has appointed a steering committee consisting of representatives from community groups across Australia and with experience in directing capacity building projects.



The following people have kindly agreed to participate in the steering committee for the NEM Project:

- Charles Britton (Senior Policy Officer, IT and Communications, Australian Consumers' Association);
- Denis Nelthorpe (Consumer Representative, NECA Advocacy Panel);
- Fiona Guthrie (Chair, Centre for Credit and Consumer Law (Griffith University));
- Kerry Connors (Executive Officer, Consumer Utilities Advocacy Centre);
- Gavin Dufty (Manager, Research and Policy Unit, St Vincent de Paul Society); and
- Anna Stewart (Principal Solicitor, CLCV).

We also thank Roman Domanski, Executive Director, Energy Users Association of Australia and David Tennant, Director, Care Inc Financial Counselling Service and the Consumer Law Centre of the ACT, both of whom assisted in the initial stages of the NEM Project.

### **Project Update**

Natasha Leigh commenced as NEM Project Coordinator in October 2003. Natasha worked for one of Australia's leading commercial law firms for five years prior to joining the CLCV. In her role as NEM Project Coordinator Natasha has, together with Denis Nelthorpe, Panel member and consultant to the NEM Project, met with stakeholders in Tasmania, the Australian Capital Territory, South Australia and Queensland. Meetings with stakeholders in New South Wales and Victoria are planned for this month.

Target stakeholders are individuals or organisations working on electricity issues in the consumer, welfare and environment sectors (non-government as well as government organisations and regulators).

The meetings held in late 2003 focused on ascertaining stakeholders' interest and capacity to participate in the network and training. Generally, stakeholders recognise the need for capacity building in relation to electricity issues, but all are concerned about how they and their organisations will meet the increase in demand on their time that training will require. The scope of the training has also been canvassed, with stakeholders preferring training that will provide a comprehensive understanding of the key issues that affect the decision-making within the NEM and the immediate consequences for their clients, with less of a focus on the technical detail underpinning the operation of the NEM. Most stakeholders appreciate, however, that some technical understanding is necessary in order to recognise issues of importance.

### **What Next?**

The next stage of the NEM Project is to develop a model for the training tailored to suit network members across the NEM jurisdictions.

The meetings held already in a number of jurisdictions have facilitated further applications for funding being submitted to the Panel to enable stakeholders to contribute to the development of the network by arranging training within their own jurisdiction. The Councils of Social Services in Tasmania (TasCOSS), the Australian Capital Territory (ACTCOSS) and South Australia (SACOSS) have been approved funding by the Panel to enable the appointment of a NEM network coordinator within each agency. The local coordinators will work with the NEM Project Coordinator to develop interest in the network locally and source local training providers and initiatives.



Each edition of On the Wire will focus on one issue relevant to consumers of electricity in order to expose some of the concepts or questions that arise in relation to that issue.

One of the difficulties of beginning a project to bring together consumer advocates on electricity issues is the divergence of knowledge and myriad of issues that need attention. Choosing just one topic as a focus has been a challenge. However, being summer, it seemed appropriate to shed some light on the issue of air-conditioners and why they receive negative press when talking about the NEM and the prices paid by small domestic users.

# Focus Issue

## Peak Demand

Each year the National Electricity Market Management Company (NEMMCO) releases a Statement of Opportunities (SOO), which forecasts electricity supply and demand for the next ten years. The SOO released in July 2003 found that the increase in sale of air-conditioners has brought forward by two years the time by which additional capacity in the NEM is required. The SOO looks at the maximum capacity required for extreme conditions (a number of consecutive extreme hot days across a multiple of NEM jurisdictions).

Domestic use of air-conditioners is said to contribute to the extreme peak in demand because this demand is very concentrated for a short period of time but widespread across the domestic consumer sector. In contrast, business use of air-conditioners is more constant and contributes to a base and predictable demand. Investors have criticised the SOO for its focus on extreme peak demand saying that it paints too positive a picture for investment and that base or average demand is not high enough to warrant further investment in the NEM at this stage.

Victoria's peak demand is around 8000 MWh while base demand is around 4000 MWh. Peak demand for Victoria's Wednesday 17 December 2003 hot day of 38 degrees (which was preceded by temperatures of 36 and 32 degrees on the Tuesday and Monday respectively) reached 8572MWh. That is, for a short time on that day demand reached 8572MWh while the average of the demand across the rest of the day was close to half of that amount.

Governments and regulators are debating whether and when a push for further capacity (and therefore the outlaying of huge costs associated with building more generators, poles, wires and inter-connectors) should be made given the volatility of demand and the difficulty of accurately assessing the risk of extreme weather conditions. Market participants say they are reluctant to enter the current market to provide for high peak demand when, in their view, base demand growth is slow. While consumers (including business consumers) and retailers are being asked to consider whether demand side management could or should be addressed to alleviate the strain of the relatively short period

of extreme peak demand or, if further infrastructure is to be commissioned at this or some later stage, how the costs should be worn.

Electricity bills include a fixed component for network costs (as well as a non fixed component) that are generally the same for domestic consumers irrespective of the energy being used. Higher energy users (for example households with four air-conditioners instead of one) are placing heavier demands on capacity and attributing greater need for costly network infrastructure, however, they are not paying a proportionate amount of the additional infrastructure cost. Similarly, tariff structures smeared by retailers to account for a variety of prices paid by them in the wholesale electricity market, do not currently allow consumers who are contributing to high prices during peak periods, to pay those prices. In these ways, lower energy users are subsidizing the costs incurred by the higher peak energy users. One of the difficult questions with real time prices is how this will affect low-income households and, as yet, insufficient research has been carried out.

Proponents of demand side management argue that additional infrastructure costs should be delayed and that consumers should, if only in the short term until base demand grows, ensure that we do not reach the extreme peak by carefully focusing on demand side management. Demand side management is exactly that, managing the demand of household and business users during periods of relatively short but unsustainable extreme peak demand. Demand side management could be managed by consumers, either responding to price signals or other information (although there is still not enough research to support the proposition that customers would respond in this way) or by retailers having control, by, for example, remotely cutting off supply to certain appliances like refrigerators for an hour so that the peak demand drawn by air-conditioners during that hour can be met. However, the resulting impacts on health (both social and financial) and other factors need to be carefully considered when contemplating such measures. These options are fraught with technical, moral and political difficulties and the debate at this stage has only just touched the surface.



Options for future Focus Issues include:

- Metering – exploring interval, smart and pre-payment meters;
- Customer demographics, energy used and priced paid;
- NEM – how the trading of wholesale electricity works; and
- Megawatts – an explanation.

Please email: [natasha@clcv.net.au](mailto:natasha@clcv.net.au) to request topics for the Focus Issue, and to submit information to be passed on to the network and comments or suggestions in relation to developing the network, the training and future newsletters.

**Kath McLean** began work with TasCOSS in August 2003 after completing a doctorate at Monash in cultural policy.

Prior to returning to study in the 1990s, she taught in community/welfare studies at TAFE for many years and worked in the community services sector in NSW and Tasmania.

She is also a non-practising librarian.



In summary, governments and consumers want the security of infrastructure being in place when it is needed, yet we are concerned about how to bear these costs. Investors say they will not invest without the comfort of at least a shorter-term return on their investment, while consumers lack the ability to accurately assess these claims and the returns. Consensus about how to pay and who should pay, or on the other hand, how to switch off, is yet to come, if at all. Of course the balancing of these factors varies greatly from state to state where the measures of government versus private investment and control over prices differs greatly.

**Natasha Leigh**  
NEM Project Coordinator  
Consumer Law Centre Victoria

## Across the Nation Tasmania

The Tasmanian electricity supply industry was reformed in 1998 with the disaggregation of the Tasmanian Hydro-Electric Commission into independent component companies that have remained under state government ownership. Hydro Tasmania became responsible for electricity generation, Transcend Networks for transmission and Aurora Energy for distribution and retail sales. At the same time, the Office of the Tasmanian Electricity Regulator was established with responsibility for independent economic, technical and safety regulation of the Tasmanian energy supply industry. It later also became responsible for gas regulation and was thereafter known as the Office of the Tasmanian Energy Regulator (OTTER). The position is filled by a single regulator, Andrew Reeves, who also acts as the Government Prices Oversight Commissioner. Andrew is an active regulator and consults widely and regularly. He reports to the State Treasurer.

Later in 1998, the Office of the Electricity Ombudsman was established to receive, investigate and resolve complaints about Tasmanian electricity entities. The Ombudsman has the power to make financial awards to complainants and is required to report quarterly to OTTER, as well as to report to the public annually.

The Hydro-Electric Commission in Tasmania was for many years a major employer, state icon and, until the Franklin River dam controversy in the early 1980s, often thought to be a law unto itself. Community attitudes in Tasmania have changed but many still see 'the Hydro' and the electricity generated by it as closely linked to the Tasmanian identity. In addition, the electricity-environment battles of the early 1980s added further frisson to the issue of electricity supply in Tasmania. Electricity can be an emotive issue and many Tasmanians are skeptical about the benefits of joining the national grid. They are concerned that prices will increase and that the generation of additional electricity for sale to mainland states will cause unnecessary environmental degradation in Tasmania.

Tasmania is therefore an interesting place to embark on an electricity consumer training project – everyone has an opinion but few domestic consumers have a solid understanding of the complex issues involved in electricity supply. TasCOSS has recently received approval of a grant from the Panel to run a series of training sessions for domestic end-user representatives to enable their more effective participation in consultations, negotiations and debates around electricity pricing and NEM issues. Watch this space for further reports.

**Kath McLean**  
TasCOSS Policy Officer

**David Tennant** is a recent dad, a proud, passionate and paid up member of the Hawthorn Football Club and in his spare time, Director of Care Inc Financial Counselling Service and the Consumer Law Centre of the ACT.

He joined Care in 1995, as the Principal Solicitor of the Consumer Credit Legal Service.

Other representative roles include being Chair of the Consumers Federation of Australia from 2001 to 2003 and a member of the ACCC Consumer Consultative Council and the ASIC Consumer Advisory Panel.

**Andrew Nance** is an electrical engineer with a postgraduate degree in energy studies. He began his career in the technologies side of energy with the defence industry for ten years. He has always maintained an interest in renewable energy and the human side of energy policy. This led him from working as a salesman at a solar panel shop whilst studying, to conducting energy audits on office buildings and industrial sites, to contributing to the recently published book *Power Politics*, Wakefield Press, 2003.

Andrew now works part time with the Conservation Council as Community Energy Coordinator. He represents the Conservation Council on the Consumer Advocacy Committee of the Essential Services Commission of SA. Over the last two years Andrew has contributed many hours of unpaid time to developing utility advocacy capacity for SA households. He has been one of a number of committed folk integral in developing the Western Region Energy Action Group in SA.

## Australian Capital Territory

Consumer groups in the Australian Capital Territory (ACT) have welcomed the CLCV NEM Project and see real potential for local benefit.

Full retail contestability (FRC) in electricity is a very recent arrival in the ACT, commencing in July 2003. As yet, the impact has been minimal, with one major supplier dominating the local market, in ActewAGL. Even at this early stage, consumers and consumer groups are asking questions about the real benefits.

The local regulator is the Independent Competition and Regulatory Commission (ICRC). Established under a 1997 Act of the same name, the ICRC regulates pricing, access and other matters involving the supply of utilities. It also licenses utilities services and oversees license compliance under the Utilities Act 2000.

Consumer input to ICRC processes, particularly relating to low-income and vulnerable consumers, is in an early stage of development. That process will not only be assisted by the NEM Project, but also by the recent success of an application to the Panel to prepare a submission on a draft pricing determination.

Another important part of the ACT landscape is the Essential Services Consumer Council (ESCC). The ESCC has the capacity to receive and respond to consumer complaints, including those related to financial hardship being experienced by end-users.

**David Tennant**  
**Director**  
**Care Inc Financial Counselling Service**  
**& the Consumer Law Centre of the ACT**

## South Australia

South Australian (SA) consumers currently consume around 8% of the electricity traded in the NEM.

An expanding love of the air-conditioner gives SA one of the peakiest load profiles in the NEM. About 40% of the state's electricity infrastructure is used about 4% of the time. Combined with a relatively small

population spread over a very large area, SA has the highest network charges in the NEM.

FRC was introduced in January 2003 and all of SA's electricity infrastructure has been either fully privatised or is on a ninety-nine year lease.

The jurisdictional regulator is the Essential Services Commission of SA (ESCoSA). Lew Owens is the commissioner and has established a Consumer Advocacy Committee. An industry funded ombudsman scheme, Energy Industry Ombudsman, has been established to settle complaints and resolve disputes. Staff numbers are expanding in line with increased demand as FRC unfolds.

Following a price hike of 25% with the introduction of FRC, energy issues have received enormous media coverage in SA. The impact on low-income households has been particularly savage and the limited advocacy resources in SA have been active in related issues of energy efficiency, concession reform, socially responsible tariffs and protection of consumer rights. Many non-government organisations are drawn into the debate irrespective of their capacity.

The SA government funds the policy consultative group, Electricity Consumer's Council (ECC), chaired by Adelaide University economist Dr Dick Blandy. Householders are represented on the ECC by SACOSS and Uniting Care Wesley (Port Adelaide) (formerly the Port Adelaide Central Mission). The ECC has recently commissioned research with findings of overly generous pricing determinations by ESCoSA.

In the 2003/2004 financial year, the SA government has already allocated \$2 million to a program to conduct 10,000 home energy audits and mini-retrofits for low-income households and \$11 million to be used to provide a \$50 cash back incentive to recipients of concessions if they switch to a 'market contract'. In addition, \$11 million is contributed annually to increasing electricity concessions.

**Andrew Nance**  
**Community Energy Coordinator**  
**Conservation Council of South Australia**



**Fiona Guthrie** is the Deputy Chair of the Consumers' Federation of Australia and the Chair of the Centre for Credit and Consumer Law at Griffith University.

She is a member of the Board of Energex Retail Pty Ltd and although the appointment was not made as a consumer representative, she is expected to bring this knowledge when necessary. Fiona chairs the Board's Trading Risk Management Committee.

Watch this space for overviews of the New South Wales and Victorian electricity industries.

## Queensland Update

There is said to be a north/south divide in the NEM with Queensland stopping short of FRC and privatisation.

Queenslanders have resisted the move to FRC with smaller customers being restricted to obtaining electricity (both distribution and retail) from the privately owned Energex (within Brisbane) or Ergon (outside Brisbane), although independent retailers compete for larger customers (greater than 160MWh). Queensland's opposition to FRC is based on a cost/benefit analysis carried out in 2002 by the government, but never publicly released. It showed that electricity prices for rural and remote consumers would increase significantly.

As a result, Queensland has foregone significant competition payments from the National Competition Council (\$37 million) and so yet another review of FRC is imminent. The probable result is that a further tranche of customers will be given a choice of provider. Interestingly, there is also a north/south divide on prices with Queensland experiencing lower prices than the rest of the NEM States over the past 12 months or so. This is mainly due to Queensland's generation capacity as well as the commissioning of the QNI transmission link (Queensland-New South Wales Interconnector) in 2002.

The majority of generation in Queensland is government owned (Tarong, Stanwell and CS Energy) but these generators also compete with private generators, including the Gladstone Power Station and Milmerran. Both Energex and Ergon sell electricity to contestable customers across the NEM.

The regulatory structure of Queensland is comprised of the independent Queensland Competition Authority (QCA) governing pricing, third party access and quality of distribution networks, and the government Office of Energy (OE) regulating the contestability timetable, retail competition, licensing and customer protection. One of the five board members of the QCA is a consumer representative, however the board itself does not actively participate in consumer consultation. The OE similarly does not actively consult with the consumer sector. Energex Retail as recently set up a Consumer Consultative Council which should be a positive step. It includes representatives of Legal Aid Queensland, QCOSS, Queensland Consumers' Association and others.

Complaints are handled by the Electricity Consumer Protection Office, a government organization. Queensland consumer groups have long campaigned for an independent ombudsman.

**Fiona Guthrie**  
**Director**  
**Creative Sparks**



## Member Focus

### Arndale Family Support Services (Arndale)

Arndale is operated by the Salvation Army and is based in the western suburbs of Adelaide. Its core business is the provision of emergency relief, namely food, clothing and furniture, to households experiencing financial difficulties. Arndale offers 4,500 emergency relief interviews each year. Prior to deregulation of the electricity industry in SA, counsellors at Arndale each saw an average of three clients per week that had been disconnected (electricity or gas) for a significant period of time. They estimate that three quarters of their clients were struggling to pay electricity bills. Since deregulation they have seen a greater than 50% increase in demand for emergency assistance and report that electricity bills are the single most cited trigger for financial crisis experienced by their clients. Arndale has contributed the following case studies to a report being prepared by the Western Region Energy Action Group (WREAG), to explore in greater depth the impact of rising electricity prices through the actual experiences of low-income households:

- An elderly couple in their 70's live in a South Australian Housing Trust courtyard unit. They left their country home two and a half years ago to live temporarily in Adelaide for health reasons. However, during this time their health has deteriorated. Their recent electricity bills have risen to around \$500 per quarter. They are now paying \$50 per week to catch up with outstanding amounts owed to AGL. Their only heating is a 2600w fan heater. They have a thermometer in the living room to ensure that the heat never rises over 20 degrees. Recently they experimented with reducing the use of their heater and have seen a saving of a total of \$80, however they are still having to scrimp on food to keep up with their bill payments.
- A 48 year old Iranian women lives with her five children aged between 11 and 21. They are all students. Their most recent electricity bill was \$1300. They have two heaters, 2400w and 1200w. They all study in one room to restrict lighting and heating to that room. They wrap themselves up in blankets in winter. They contacted AGL about their bills and AGL checked the meter but did not offer a home audit. They borrowed money to pay their last bill but were still disconnected.
- A 36 year old single father lives with his four year old daughter. He checks their electricity meter every couple of days to gauge his electricity usage. He has disciplined himself to wait until it is quite dark to turn on lights and during winter he limits his use of the heater to two hours per night. During the hot weather they sleep in the living room because their uninsulated bedrooms become unbearably hot.

The full report including 12 case studies of households affected by higher electricity prices in Adelaide will be available in February and can be obtained by contacting Rosalyn Williams from WREAG:  
*rosalyn.williams@ucwb.org.au.*

Each edition of On the Wire will focus on one of our stakeholders, looking at what they do, who their constituents are, and how changing electricity issues has had an effect on their clients.



This page lists the community agencies that have participated in the network through the initial contact meetings or otherwise, and the regulators, government agencies, consultants and educational institutions that have been consulted in relation to the NEM Project.

The layout and design of On the Wire has been generously provided by Minter Ellison.



# The Network

## Community Agencies

### Tasmania

**Anglicare Social Action Research Centre**  
Kelly Maden, Policy and Research Officer

**Consumers' Federation of Australia**  
Rosemary Cramp, OTTER Customer Consultative Committee Representative

**Hobart Community Legal Service**  
Jane Hutchison, Manager

**National Council of Women**  
Catherine Catt, Member

**Tasmanian Council of Social Services**  
Kath McLean, Policy Officer

### Australian Capital Territory

**ACT Council of Social Service**  
Daniel Stubbs, Director  
Karen Nicholson, Senior Policy Officer

**Care Inc Financial Counselling and Consumer Law Centre of the ACT**  
David Tennant, Director  
Tim Gough, Principal Solicitor

**Environmental Defenders Office**  
Kath Taplin, Solicitor

### South Australia

**Aboriginal Legal Rights Movement Inc**  
Margaret Gipson, Low Income Support Program Coordinator

**Conservation Council SA**  
Andrew Nance, Community Energy Coordinator  
Jess Gilding, Cool Communities Facilitator

**Henley & Grange Residents Association**  
Jim Fitzpatrick, Representative

**Lutheran Community Care**  
Greg Were, Low Income Services Manager  
Jan Bean, Financial Counsellor

**SA Council of Social Service**  
Rhonda Turley, Project Officer

**St Vincent de Paul Society (SA) Inc**  
Tania Elliot, Training and Development Officer

**The Salvation Army**  
Julie Parr, Manager Arndale Family Support Services

**Uniting Care Wesley (Adelaide)**  
Julie McMahon, Community Development Worker  
Sue Heathcote, Community Worker, Low Income Support Program

**Uniting Care Wesley (Boden)**  
Rosalyn Williams, Low Income Support Program

**Uniting Care Wesley (Port Adelaide)**  
John Morris, Budget Counsellor, NILS Coordinator

### Queensland

**Alternative Technology Association**  
Wendy Miller, Convenor Brisbane

**Brisbane Consumers Association**  
Ian Jarratt, Member

**Centre for Credit and Consumer Law (Griffith University)** (commences March 2004)  
Fiona Guthrie, Chair  
Nicola Howell, Director

**Energy Users Association of Australia**  
Josh Hankey, Queensland Development Manager

**Homeless Persons Legal Clinic**  
Michelle Bradfield, Coordinator

**Lifeline Brisbane Financial Counselling**  
Gregory Mowle, Coordinator

**Queensland Council of Social Service**  
John Rochester, Communications & Marketing Manager  
Ana Maria Allimont Holas, Multicultural Project Officer

**Queensland Conservation Council**  
Kirsten Macey, Cool Communities Facilitator

**Queensland Public Interest Law Clearing House**  
Tony Woodyatt, Coordinator

**Tenants Union**  
Penny Carr, Coordinator

## Regulators, Government Agencies, Consultants, Educational Institutions

### Tasmania

**Office of the Tasmanian Energy Regulator**  
Andrew Reeves, Regulator

### Australian Capital Territory

**Essential Services Consumer Council**  
Peter Sutherland, Chairperson

**Fair Trading Advisory Committee**  
Peta Spender, Chair

**Independent Competition and Regulatory Commission**  
Ian Primrose, Chief Executive Officer

**Legal Aid ACT**  
Linda Crebbin, Deputy Director

### South Australia

**Essential Services Commission of South Australia**  
Lew Owens, Chairperson

**Centre for Labour Research, University of Adelaide**  
John Spoehr, Executive Director  
Kathryn Davidson, Researcher

**City of Charles Sturt**  
Jeff Thomas, Community Development Officer

**Northern Adelaide Region Councils**  
Ann Gibbons, CCP Project Officer

**SA State Office, Australian Government Department of Family and Community Services**  
Keith Crammond, Senior Policy Officer

**South Australian Housing Trust**  
Theresa Walker, Housing Support Co-ordinator, Parks Regional Office

### Queensland

**Bardak Group**  
Dr Robert Booth, Managing Director

**Queensland Competition Authority**  
Gary Henry, Director

**Office of Energy**  
Sandra Hosking, Principal Policy Analyst

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