



STANDING COMMITTEE ON PUBLIC ACCOUNTS]

Elizabeth Kikkert MLA (Chair), Michael Pettersson MLA (Deputy Chair),
Andrew Braddock MLA

Inquiry into Annual and Financial Reports 2020-21
ANSWER TO QUESTION TAKEN ON NOTICE
22 February 2022

Asked by PETER CAIN MLA on 22 February 2022: MR JOE DIMASI took on notice the following question(s):

[Ref: Hansard Transcript 22 FEBRUARY 2022 PAGE 24]

In relation to: Independent Competition & Regulatory Commission

MR CAIN: Yes, thank you, Chair. So I have a question about community service obligations and how many community service obligations currently exist across the ACT's various utilities.

Mr Dimasi: Look, I am not sure I can give you a number. We produce a report each year where we have guaranteed the service levels from those utilities and the utilities are required to perform against those guaranteed service levels. Now, they are requirements that are imposed, yes, according to our—from us and they are quality of service standards, effectively.

MR CAIN: So Mr Dimasi, could you take on notice how many there are? Because I do have some follow up questions.

Mr Dimasi: Sure, I am happy to do that. But I was just going to make the point that community service obligations go beyond, though, the role of the Independent Commission—the ICRC. There is a whole bunch of CSOs that are applied, which we do not have responsibility for. So I am just trying to understand the limit of your question.

MR CAIN: That is okay. Well, as much as you have knowledge wise and where you could perhaps point me in the right direction.

Mr Dimasi: Yes.

ANDREW BARR MLA: The answer to the Member's question is as follows:—

The Independent Competition and Regulatory Commission (ICRC) does not administer or report on any community service obligations imposed on utilities in the ACT.

The ICRC has advised that it monitors and reports on utilities' performance against guaranteed service levels through the utility license annual report. These service levels are imposed on licensed utilities and energy retailers through the Consumer Protection Code (the Code) under the *Utilities Act 2000*.

- The Code outlines the basic rights of customers, consumers and utilities with respect to access to, and provision of, utility services. This includes 14 Guaranteed Service Levels (GSLs)

that must be met, or an automatic rebate is paid to the customer by the utility or retailer. Of these GSLs, 6 relate to water services and 8 to electricity and gas services.

Further questions on community service obligations for energy and water utilities should be directed to the Environment, Planning and Sustainable Development Directorate.

Approved for circulation to the Standing Committee on Public Accounts

Signature: 

Date: 3.3.22

By the Treasurer, Andrew Barr