

PRESIDENT'S REPORT TO CSA 2017 AGM:

COMMITTEE GENERALLY:

Firstly I wish to place on record the sterling effort that our current Committee have shown over the past year. They have gone beyond the call of just volunteering their time and energy at Committee Meetings, by attending a multitude of additional meetings of the Association as well as representing the Association and SA Consumers generally, and international organisations covering, Electricity/Power, Gas, Water, Tariffs, Infrastructure, Social Services, Standards etc.

One particular item has taken more time than what a volunteer group would normally expect, that being a continuing Case in the Magistrate's Court, which case was taken out against the Association by a past Member. This has been going on now for almost two years and the time and effort given this cause, has encroached into the personal time of many Committee Members and taken time that would normally be devoted to consumer representation. I say a sincere thank you especially to Andrew Parkinson who had lead us along a very difficult path successfully so far. On your behalf, I say a sincere "thank you".

The Association's action is vindicated by the court handing down its decision to dismiss the past member's case and to allow CSA to apply for costs. However the past member has now lodged an appeal which for which a date has not been set.

CONSUMER AND BUSINESS SERVICE:

Being the voice of Consumers in this State, it is important that we have access to those who are willing to listen and take on board any suggestions and comments; so we extend our appreciation to Commissioner, Dini Soulio and Acting Commissioner, George Kamencak. Both have always been very willing to meet with us and attend our meetings when asked. We also acknowledge with appreciation the support that CBS provide to us with the provision of a work station, computer, telephone, meeting room and the printing of our newsletter. The updates they provide are very factual and informative. This two-way relationship we foster and appreciate for the benefit of all Consumers. It is also good to receive regular updates from CBS via email which we are pleased to insert into our Newsletters.

SUBMISSIONS & OTHER ACTIVITIES:

During 2016/17 CSA has made submissions to government inquiries and represented consumer interests on a number of industry, government and standards-setting bodies.

CSA members have been active on national and international standards development committees and working groups including ISO Committees on Nanotechnology, Fine Bubble Technology, Food Standards Australia New Zealand (FSANZ) and Consumer Policy (COPOLCO); and National Committees on Irradiation, organic products and unit pricing. Many International Meetings have also been attended by Committee Members John Furbank and Elaine Attwood AM. Having local Members on the international stage says a lot about their knowledge and expertise. This is in addition to John serving on the Board of our National Organisation – Consumers Federation of Australia.

Locally members serve on the SA Energy Consumers' Council (ECC), S.A. Water's Residential Customers Advisory Group (RCAG), SA's Consumer Law Consultative Forum S.A.'s Essential Services Commission Community Consultative Committee (ESCOSA) ElectraNet Consumer Advisory Panel (CAP) and Australian Gas Networks (AGN).

We have made submissions & prepared papers on the following- Review of the Australian Consumer Law (ACL) 3/1/17; Paper on the Sugar Tax Debate 17/3/17; Letter to the State

Treasurer on changes needed to Power Bills to aid better comparisons 8/7/17; Paper on Battery Storage 11/7/17. As well, we continued to cover Food Labelling laws and Country of Origin labelling with submissions to the relative authorities.

Meetings attended have included the following; SA Water - 13/12/16 & 24/8/17; SACOSS - various meetings on different topics – 13/12/16, 4/4/17, 12/4/17, 14/6/17, 22/6/17, 11/10/17; ESCOSA – 14/12/16, 17/3/17, 16/5/17, 29/6/17, 31/10/17; SAPN - 13/2/17, 22/6/17, 7/7/17, 11/7/17; plus attendance at a Community Energy Congress in Melbourne, 27-28/2/17; National Consumer Congress, Sydney, 15/3/17; Committee for Economic Development and [CEDA] on Energy Security & Reliability, 28/3/17. Most of these meeting were attended by Elaine and Brian Attwood, whose untiring commitment is applauded. Their comprehensive reports allow the rest of us to understand the complexities of each topic.

Ray Dennis regularly attends to the updating of the CSA website. This source of information is for all consumers and is regularly done to cover our activities, as well as providing other information of vital interest to all, especially useful, about the changing views and information on our Electricity Network. We thank him for his work on our behalf.

Tony Moore was granted Life Membership last year and even although he is our longest serving Committee Member, remains our legal expert and voice of conscience. He has continued to serve on the Committee as the Vice President for the past year and attends the Australian Gas Networks Consumer meetings.

Andrew Parkinson was re-elected Treasurer and was also appointed our Public Officer. He continues to provide support during our many hearings at the Magistrate's Court; John Furbank was re-elected Secretary. Pam Moore had been on extended leave while she continued touring with her husband in her retirement. We welcomed her back this year so she can re-commence looking after the health portfolio.

Four newsletters were produced and sent to members and supporters

Consumers Federation of Australia & Standards Australia:

Our Secretary John Furbank, is an executive committee member of our National Body, The Consumers Federation of Australia (CFA) and is nominated by Consumers SA as our representative. John is also Chair of Standards Australia's COPOLCO Mirror Committee and Australian Head of Delegation, ISO COPOLCO 2012 to 2015. (COPOLCO is ISO's Committee on consumer policy) John attended a COPOLCO meeting on 23/11/16. John is also Chair of ISO Committee PC 297 *Guidance on unit pricing* and Australian Standards Committee CS-116 and is a member of a number of other Standards Australia technical committees including *Organic and biodynamic products, Olive oils and olive-pomace oils and Microwavable heat packs*

Close:

Committee Members manage to cover many areas of concern to Consumers. without any direct Government financial assistance. Even though we are a small dedicated team of volunteers, we are asked many times to find representatives to attend a number of Semi-Government and outside of Government, Consumer Consultative Groups which we manage to do. So it is with great appreciation that I personally say well done, to all existing Committee Members for their untiring dedication and effort over the past year.

Ian Butterworth FASAE JP, President, 21 November 2017