

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Additional Estimates

2016 - 2017

Division/Agency: Australian Competition and Consumer Commission

Question No: 120

Topic: Charging customers for paper bills

Reference: Written

Senator: Ketter, Chris

Question:

Referring to the answer to a question on notice from 2016 Supplementary Estimates (ref SQ16-001093). Are you able to provide information about the nature of the ACCC's monitoring of banks and telecommunications companies charging consumers a fee to receive their bills by post? Are you able to provide data collected in that monitoring process? Have you provided a briefing to the Minister on the issue since the last Estimates hearings, and can you provide a copy of that brief?

Answer:

The ACCC continues to monitor complaint levels in relation to this issue. The ACCC has not identified matters it could pursue under the provisions of the Australian Consumer Law.

In November 2016, the ACCC responded to the complaint received from Keep Me Posted campaign. In that response, the ACCC advised the complainant that the ACCC was unable to identify sufficient evidence to support a finding that service providers, with respect to paper bill payment charges, are engaging in conduct which is likely to raise concerns under the Australian Consumer Law. The ACCC provided a copy of that letter to the Minister, however has not briefed the Minister separately on the issue.

