



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2022-249

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	35
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

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**From:** [REDACTED]  
**Sent:** Friday, 12 August 2022 3:53 PM  
**To:** CMTEDD FOI  
**Cc:** [REDACTED]  
**Subject:** FOI Request | Correspondence re FuelCheck App

Good Afternoon,

**RE: FOI REQUEST – CORRESPONDENCE WITH NSW REGARDING THE FUELCHECK APP**

I write to request under the *Freedom of Information Act 2016* a copy of all correspondence between the Chief Minister, his office and/or directorates with the NSW Government and its Ministers in relation to FuelCheck NSW and fuel price monitoring.

I would like my request to include emails, letters, briefs and attachments.

I ask that my request be transferred to other entities that may hold relevant information. Duplicate documents may be excluded.

Should you require any further information or clarification about my request, please contact my office on [REDACTED]

Best,

[REDACTED]



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2022-249



## **FREEDOM OF INFORMATION REQUEST**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 12 August 2022, in which you sought access to 'a copy of all correspondence between the Chief Minister, his office and/or directorates with the NSW Government and its Ministers in relation to FuelCheck NSW and fuel price monitoring'.

### **Authority**

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

### **Timeframes**

In accordance with section 40 of the Act, CMTEDD was required to provide a decision on your access application by 09 September 2022. However, following third-party consultation, as required under section 38 of the Act, the due date is now 4 October 2022.

### **Decision on access**

Searches were completed for relevant documents and 17 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant access in full to five documents relevant to your request. I have decided to grant partial access to 12 documents as I consider them to contain information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons, in accordance with section 54(2) of the Act, and the documents released to you are provided as **Attachment B** to this letter.

### **Statement of Reasons**

In reaching my access decisions, I have taken the following into account:

- the Act,
- the content of the documents that fall within the scope of your request,
- the views of the third parties consulted under sections 38 of the Act, and
- the *Human Rights Act 2014*.

### Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

#### What is the Public Interest?

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and nondisclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which it [public interest] appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the ‘public interest’.

#### Factors favouring disclosure in the public interest under schedule 2.1:

(a) *disclosure of the information could reasonably be expected to do any of the following:*

- (i) *promote open discussion of public affairs and enhance the government’s accountability.*
- (ii) *contribute to positive and informed debate on important issues or matters of public interest.*
- (viii) *reveal the reason for a government decision and any background or contextual information that informed the decision.*

Information concerning the interactions between the ACT Government and New South Wales (NSW) counterparts regarding the NSW FuelCheck scheme is reasonably expected to be in the public interest as disclosure would or could promote discussion and contribute to positive and informed debate.

Additionally, the issue of petrol prices affects many people of the ACT community and information discussing measures that could assist with understanding pricing provides background for government decisions and therefore is within the public interest. As such, I give significant weight to these factors for disclosure.

Factors favouring nondisclosure in the public interest under schedule 2.2:

(a) *disclosure of the information could reasonably be expected to do any of the following:*

- (ii) *prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*

Having reviewed the information, I consider that the protection of an individual's right to privacy, is a significant factor as the parties involved have provided their personal information for the purposes of working with the ACT Government. This, in my opinion, outweighs the benefit which may be derived from releasing the personal identities of the individual's involved in this matter.

Individuals are entitled to expect that the personal information they have supplied as part of this process will be dealt with in a manner that protects their privacy. Considering the type of information to be withheld from release, I am satisfied that the factors in favour of release can still be met while protecting the personal identities of the individuals involved. I therefore weight the factor for nondisclosure more highly than the factor in favour of release in this instance. As a result, I have decided that release of this information (names, addresses, email addresses, mobile numbers, phone numbers) could prejudice their right to privacy under the *Human Rights Act 2004*.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

**Charges**

Processing charges are not applicable for this request because as a Member of the Legislative Assembly, all fees for processing information access applications are waived under section 107 (2)(e).

**Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published on the CMTEDD disclosure log. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>

### **Ombudsman Review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



Allan McLean  
Information Officer  
Workforce and Information Services  
Chief Minister, Treasury and Economic Development Directorate

30 September 2022



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

### WHAT ARE THE PARAMETERS OF THE REQUEST

Reference NO.

A copy of all correspondence between the Chief Minister, his office and/or directorates with the NSW Government and its Ministers in relation to FuelCheck NSW and fuel price monitoring. I would like my request to include emails, letters, briefs and attachments.

CMTEDDFOI 2022-249

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	Letter from CM to NSW Premier (Perrottet)	16 May 2022	Full	n/a	Yes
2	3	Letter from NSW Premier to CM	26 May 2022	Full	n/a	Yes
3	4-5	Letter from CM to NSW Premier (Berejiklian)	Undated	Full	n/a	Yes
4	6-7	Letter from CM to NSW Premier (Perrottet)	Undated	Full	n/a	Yes
5	8-9	Email trail – NSW Government to ACT Government – Contact details for new director	18 Mar 2021	Partial	Schedule 2.2 (a) (ii)	Yes
6	10-15	Email trail – NSW Government to ACT Government – RE: Costing information on proposal of ACT joining FuelCheck. [Includes attachment 'Admin Clerical Salary Rates'.]	3 Feb 2020	Partial	Schedule 2.2 (a) (ii)	Yes
7	16-21	Email trail – NSW Government to ACT Government – Expansion of NSW Scheme to include ACT	25 Feb 2020	Partial	Schedule 2.2 (a) (ii)	Yes
8	22	Letter from Berejiklian to CM	11 Feb 2020	Full	n/a	Yes
9	23-25	Email trail – NSW government to ACT Government – FuelCheck for ACT	28 Jul 2020	Partial	Schedule 2.2 (a) (ii)	Yes
10	26-27	Email trail from ACT Government to NSW Government – FuelCheck for ACT	13 Jun 2022	Partial	Schedule 2.2 (a) (ii)	Yes
11	28-29	Email trail – ACT Government to NSW Government – FuelCheck for ACT	9 Jun 2020	Partial	Schedule 2.2 (a) (ii)	Yes
12	30-31	Email trail – NSW Government to ACT Government – FuelCheck teleconference	20 Oct 2019	Partial	Schedule 2.2 (a) (ii)	Yes
13	32-33	Email trail – NSW Government to ACT Government – Information request – FuelCheck scheme	3 Oct 2019	Partial	Schedule 2.2 (a) (ii)	Yes
14	34-39	Email trail – NSW Government to ACT Government – New estimate of the cost on proposal of ACT joining FuelCheck	3 Mar 2020	Partial	Schedule 2.2 (a) (ii)	Yes

15	40-43	Email trail – ACT Government to NSW Government - New estimate of the cost on proposal of ACT joining FuelCheck	19 Feb 2020	Partial	Schedule 2.2 (a) (ii)	Yes
16	44-50	Email trail – NSW Government to ACT Government – Costing information on proposal of ACT joining FuelCheck	13 Feb 2020	Partial	Schedule 2.2 (a) (ii)	Yes
17	51-55	Email trail – NSW Government to ACT Government – expansion of NSW scheme to include ACT	8 Jan 2020	Partial	Schedule 2.2 (a) (ii)	Yes
<b>Total No of Docs</b>						
17						





**Andrew Barr MLA**

Chief Minister

Treasurer

Minister for Climate Action

Minister for Economic Development

Minister for Tourism

Member for Kurrajong

---

The Hon Dominic Perrottet MP

Premier of New South Wales

GPO Box 5341

SYDNEY NSW 2001

Via email: [DLO@premier.nsw.gov.au](mailto:DLO@premier.nsw.gov.au)

Dear Premier,

*Dom*

**Proposal for the ACT to join the NSW Fuelcheck Scheme**

I am writing to request that the ACT be able to join the NSW Government's mandatory fuel price monitoring scheme 'FuelCheck'.

As you may be aware, over 40,000 NSW residents travel into the ACT every day to attend work or school, shop, enjoy sports and cultural events, fulfil medical appointments, and access other services the ACT Government provides.

Many of these NSW commuters and visitors seek to fill up their vehicles at a convenient petrol station while in the ACT. Unfortunately, the ACT does not currently have a mandatory fuel price monitoring system in place, and the establishment of a system has been assessed as cost prohibitive for a jurisdiction of our size. This means that both NSW visitors and ACT residents are unable to check accurate and up-to-date information to access the best available fuel prices.

The ACT has historically been subject to unfair fuel margins and pricing behaviour by major petrol retailers. While this has moderated in recent years, following my direct correspondence to fuel retailers and public statements indicating the Government was willing to use legislative powers to introduce price regulation, there remain significant differences in pricing between ACT retailers on any given day.



Recent high fuel prices across the nation have also resulted in a renewed interest in introducing a mandatory fuel price monitoring scheme in the ACT.

Over the past two years, ACT and NSW officials have been in discussions to extend the NSW FuelCheck scheme to include the ACT, if such expansion was found to be feasible. However, these discussions have stalled due to the prohibitive proposed joining cost originally put forward by NSW officials.

Given the benefits that this inclusion would provide to NSW (as well as ACT) residents, and the relatively small additional cost for NSW, I now ask you to consider waiving the establishment and licencing fees to extend the NSW FuelCheck scheme, and to extend basic compliance checks into the ACT from existing compliance activities in surrounding NSW areas.

In providing this extension, the NSW Government would be providing a direct cost-of-living benefit to residents of Queanbeyan, Yass, Bungendore, Murrumbateman, Gundaroo, and many other surrounding communities who need to travel into the ACT. I would be happy to work with you to jointly communicate this cost-of-living support to NSW and ACT motorists.

Should your officials require additional information as they prepare advice for you in relation to this request, they are welcome to contact Ms Kathy Goth, Executive Branch Manager, ACT Treasury at [kathy.goth@act.gov.au](mailto:kathy.goth@act.gov.au) or (02) 6205 0772.

Thank you for your assistance with this matter.

Yours sincerely



Andrew Barr MLA  
Chief Minister

16 May 2022



**Dominic Perrottet MP**  
Premier of New South Wales

Ref: 00002466

Mr Andrew Barr MLA  
Chief Minister  
Treasurer  
ACT Legislative Assembly  
GPO Box 1020  
CANBERRA ACT 2601

*Andrew*  
Dear Chief Minister

Thank you for your correspondence of 16 May 2022 requesting that the ACT be able to join the NSW Fuel Check Scheme.

Thank you for your interest. I have requested the Hon Eleni Petinos MP, Minister for Small Business and Minister for Fair Trading, to review your request and respond to you in due course.

It is appreciated that you have taken the time to bring this matter to the Government's attention.

Yours sincerely

A handwritten signature in black ink, appearing to read "Dominic Perrottet".

**Dominic Perrottet MP**

**Premier**

*26/5/22*

CC: The Hon Eleni Petinos MP, Minister for Small Business and Minister for Fair Trading



## Chief Minister

Treasurer

Minister for Social Inclusion and Equality

Minister for Tertiary Education

Minister for Tourism and Special Events

Minister for Trade, Industry and Investment

Member for Kurrajong

The Hon Gladys Berejiklian MP  
Premier of New South Wales  
GPO Box 5341  
SYDNEY NSW 2001

Dear Premier

I am writing to seek your in-principle agreement and support for the extension of the NSW FuelCheck Scheme to include the ACT fuel market.

The ACT Legislative Assembly has recently completed an inquiry into fuel prices in the Territory, which recommended the ACT Government introduce a real-time, mandatory price reporting and monitoring system, similar to FuelCheck. Given the size of the Territory, and the significant costs associated with developing and implementing a standalone scheme, it is likely that the costs would outweigh the benefits to the ACT community.

However, in view of the well-established FuelCheck Scheme that operates across all service stations in the broader Canberra region, the ACT Government has committed to explore with your government whether it is feasible to expand NSW FuelCheck to incorporate the ACT market. Such an arrangement would ensure a seamless experience for all consumers in NSW and the ACT, while also allowing the Territory to take advantage of the existing administrative and technical structures already in place that support FuelCheck.

From the ACT's perspective, the most cost effective and administratively simple approach would involve direct scheme administration related to ACT service stations being undertaken by NSW Fair Trading, as it does for NSW service stations. In relation to compliance activities, it may be appropriate for initial inquiries to be handled in the first instance by NSW Fair Trading, but more complex compliance matters (requiring subsequent actions such as education or enforcement activities) could be referred to ACT Fair Trading for action. The ACT Government would also introduce amending legislation to provide for mandatory fuel price reporting, consistent with the provisions in the *Fair Trading Act 1987 (NSW)*.

I am advised that preliminary discussions held at officer level between ACT and NSW Government representatives have not identified any obvious technical or legislative issues that would prevent an

### ACT Legislative Assembly

London Circuit, Canberra ACT 2601, Australia GPO Box 1020, Canberra ACT 2601, Australia  
Phone +61 2 6205 0011 Fax +61 2 6205 0157 Email barr@act.gov.au



@ABarrMLA



AndrewBarrMLA



actchiefminister



extension of the FuelCheck scheme, and it is unlikely there would be significant additional administrative costs or burden for NSW, once initial implementation is completed.

Given this positive preliminary assessment, I therefore seek your in-principle agreement to extend the FuelCheck Scheme to include the ACT fuel market. If you agree to support this proposal, I would also appreciate advice about the fee that NSW would charge for delivering the required services on behalf of the Territory.

I would appreciate if you could provide a formal response to this request before the end of January 2020. This will enable us to ensure that funding to meet any costs to be charged by NSW can be considered as part of the 2020-21 ACT Budget process.

Should your officials wish to discuss any aspects of this request in further detail, the relevant contact in ACT Government is Ms Kathy Goth, Executive Branch Manager of Economic and Financial Analysis Branch, Treasury. She can be contacted on (02) 6205 0772 or via email at [kathy.goth@act.gov.au](mailto:kathy.goth@act.gov.au).

Thank you for your consideration of this proposal.

Yours sincerely

Andrew Barr MLA  
Chief Minister

CC: New South Wales Minister for Customer Service  
The Hon. Victor Dominello  
GPO Box 5341  
SYDNEY NSW 2001



**Andrew Barr MLA**

Chief Minister

Treasurer

Minister for Climate Action

Minister for Economic Development

Minister for Tourism

Member for Kurrajong

---

The Hon Dominic Perrottet MP

Premier of New South Wales

GPO Box 5341

SYDNEY NSW 2001

Via email: [DLO@premier.nsw.gov.au](mailto:DLO@premier.nsw.gov.au)

Dear Premier,

*Dom*

**Proposal for the ACT to join the NSW Fuelcheck Scheme**

I am writing to request that the ACT be able to join the NSW Government's mandatory fuel price monitoring scheme 'FuelCheck'.

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Many of these NSW commuters and visitors seek to fill up their vehicles at a convenient petrol station while in the ACT. Unfortunately, the ACT does not currently have a mandatory fuel price monitoring system in place, and the establishment of a system has been assessed as cost prohibitive for a jurisdiction of our size. This means that both NSW visitors and ACT residents are unable to check accurate and up-to-date information to access the best available fuel prices.

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Should your officials require additional information as they prepare advice for you in relation to this request, they are welcome to contact Ms Kathy Goth, Executive Branch Manager, ACT Treasury at [kathy.goth@act.gov.au](mailto:kathy.goth@act.gov.au) or (02) 6205 0772.

Thank you for your assistance with this matter.

Yours sincerely



Andrew Barr MLA  
Chief Minister

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** 18/03/2021 1:34 AM  
**To:** "Liu, Angela" <Angela.Liu@act.gov.au>  
**Cc:** "Lawrence, Ian" <Ian.Lawrence@act.gov.au>; "Wong, Nicole" <Nicole.Wong@act.gov.au>  
**Subject:** RE: Contact Details for the New Director  
**Attachments:** Letter to Hon G Berejiklian MP.PDF

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thanks Angela

Hello Ian & Nicole

I am the Product Manager for FuelCheck NSW. I am reaching out to restart discussion on ACT joining FuelCheck. I have attached the letter for your reference from your Chief Minister to our Premier last year. Could you please advise your availability for next week, I will book a teams meeting for a quick catch up.

**Kind Regards**

[REDACTED]  
Project Manager | OneGov  
Services & Digital Innovation

**Department of Customer Service,** [REDACTED]  
p [REDACTED] | e [REDACTED]@customerservice.nsw.gov.au

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**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Monday, 15 March 2021 4:56 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** Lawrence, Ian <Ian.Lawrence@act.gov.au>; Wong, Nicole <Nicole.Wong@act.gov.au>  
**Subject:** RE: Contact Details for the New Director

**OFFICIAL**

H [REDACTED], please see Ian and Nicole's contact detail below.

Ian and Nicole [REDACTED] has kindly provided assistance (including updating the estimated costs) when we developed the proposal of ACT joining NSW FuelCheck scheme.

Thanks,  
Angela

Ian Lawrence  
Senior Director – Economic and Regulatory Policy/ Economic and Financial Group  
02 6205 7234  
[ian.lawrence@act.gov.au](mailto:ian.lawrence@act.gov.au)

Nicole Wong  
A/g Director, Economic and Regulatory Policy  
Phone: (02) 6207 0275  
E-mail: [nicole.wong@act.gov.au](mailto:nicole.wong@act.gov.au)

**Angela Liu** | Policy Officer  
Economic and Regulatory Policy Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic  
Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601



**From:** [REDACTED]@customerservice.nsw.gov.au>

**Sent:** Monday, 15 March 2021 3:59 PM

**To:** Liu, Angela <Angela.Liu@act.gov.au>

**Subject:** Contact Details for the New Director

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Angela

As discussed, could you please share the contact details for your new director.

Kind Regards

[REDACTED]  
Project Manager | OneGov  
Services & Digital Innovation  
Department of Customer Service, [REDACTED]  
p [REDACTED] | e: [REDACTED]@customerservice.nsw.gov.au

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**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** 03/02/2020 10:25 PM  
**To:** "Liu, Angela" <Angela.Liu@act.gov.au>  
**Cc:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Costing information on proposal of ACT joining FuelCheck  
**Attachments:** 2019-20\_Admin Clerical Salary Rates (004).pdf

Hi Angela,

Please find attached the current NSW salary rates guide from HR. It shows the salary rates for grade 5/6 (starting from Year 1 to 4) base salary and the salary package.

Let me know if you have any other questions.

Regards

[REDACTED]  
**Senior Business Service Officer**

**Biofuels and FuelCheck**

Better Regulation Division | Department of Customer Service

e [REDACTED]@customerservice.nsw.gov.au | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



**Customer  
Service**

---

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Monday, 3 February 2020 6:07 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

**UNCLASSIFIED For-Official-Use-Only**

Thanks [REDACTED]. A one more question – what is the total cost for a grade 5/6 officer in 2020-21?

Cheers,  
Angela

**Angela Liu** | Policy Officer

Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic  
Development Directorate | ACT Government

Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

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**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Friday, 31 January 2020 12:16 PM  
**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

Hi Angela,

Please see details below as requested:

Ongoing Support for Fuel Check ACT includes:

- Level 2 support between Monday to Friday during business hours (09:00 am to 05:00 pm)
- Level 2 support for Critical issues affecting FuelCheck Public outside business hours. 06:00 am – 9:00pm (Monday to Sunday)
- Level 1 support for fuel retailers uploading prices via API during business hours (09:00 am to 05:00 pm)
- Access to ticketing system (Zendesk) Channel to lodge Level 2 support tickets via email  
[REDACTED]
- Timely update of all documents and communication related to FuelCheck and APIs (including updating it on Siebel)
- Web API support for external parties using the Fuel Check data: Support for Monday to Friday (09:00 am to 05:00 pm) related to access, registration, authentication code reset and API related enquiries.
- Support for on boarding, testing & move to production. Support via email channel  
[REDACTED]
- Native Apps (iOS, Android & Amazon): Level 1 & 2 support from Monday to Friday during business hours (09:00 am to 05:00 pm) Level 1& 2 support for Critical issues affecting FuelCheck Native apps outside business hours. 06:00 am – 9:00pm (Monday to Sunday)
- FuelCheck Product improvement : App improvement based on Customer feedback.
- App updates keeping it aligned with Google maps and API changes
- Managed Hosting and Infrastructure maintenance.
- Licence cost for Google Maps, Apigee and DOMO
- Business Continuity and Disaster Recovery

Regards

[REDACTED]  
Senior Business Service Officer

Biofuels and FuelCheck

Better Regulation Division | Department of Customer Service

e [REDACTED]@customerservice.nsw.gov.au | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



---

**From:** [REDACTED]

**Sent:** Thursday, 30 January 2020 2:55 PM

**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

**Cc:** [REDACTED]@customerservice.nsw.gov.au

**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

Hi Angela,

Yes, the entire cost of the 5/6 grade officer will be covered by ACT.

I will get back to you re: the detailed information about ongoing support costs.

Regards

[REDACTED]  
Senior Business Service Officer

**Biofuels and FuelCheck**

Better Regulation Division | Department of Customer Service

e [REDACTED]@customerservice.nsw.gov.au | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



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---

**From:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

**Sent:** Thursday, 30 January 2020 2:39 PM

**To:** [REDACTED]@customerservice.nsw.gov.au>

**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

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Hi [REDACTED]

Thank you very much for providing this information – much appreciated.

It would be helpful if you can provide detailed information of each ongoing support items outlined in your email, which will help us better understand what it is.

In relation to the additional 5/6 grade officer, I just want to confirm if the entire cost associate with the officer will be covered by us, or just partially.

Thanks again,  
Angela

**Angela Liu** | Policy Officer

Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]@customerservice.nsw.gov.au>

**Sent:** Thursday, 30 January 2020 2:24 PM

**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

**Cc:** [REDACTED]@customerservice.nsw.gov.au>; [REDACTED]

[REDACTED]@customerservice.nsw.gov.au>

**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

Hi Angela,

Below are the cost estimates as requested:

Set up Cost - \$320K- \$360K one off.

Ongoing support - \$220K annually

Ongoing Support covers the following items:

- Level 1 and 2 support
- Google Maps Cost
- API cost for Apigee
- Business Continuity and Disaster Recovery

In addition to these ICT costs, we also expect 1 x 5/6 grade officer to handle administrative components of the scheme.

Let me know if you have any questions.

Regards

██████████  
Senior Business Service Officer

Biofuels and FuelCheck

Better Regulation Division | Department of Customer Service

e ██████████@customerservice.nsw.gov.au | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



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**From:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

**Sent:** Thursday, January 30, 2020 2:09 pm

**To:** ██████████

**Subject:** Costing information on proposal of ACT joining FuelCheck

UNCLASSIFIED For-Official-Use-Only

Good afternoon ██████████

██████████ shared with me your contact detail. I understand that you are working on the costs associated with the proposal of expanding FuelCheck to incorporate the ACT, I'm writing to check if you need anything from our side.

You maybe aware that we have a really tight timeframe to develop a business case due to ACT Budget process. It would be greatly appreciated if you could provide a broad estimate of what the number may be expected to come in at if possible.

Kind regards,  
Angela

Angela Liu | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic  
Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

**From:** [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Sent:** Thursday, 30 January 2020 11:37 AM  
**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>  
**Subject:** Contact details

Hi Angela,

The contact details for [REDACTED]:

[REDACTED]  
Director Industry Standards  
Fair Trading  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED], Sydney | GPO Box 5341, Sydney NSW 2001  
T: (02) 9228 5628 | [REDACTED] <[\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au)> | [dpc.nsw.gov.au](http://dpc.nsw.gov.au)

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<b>Grade</b>	<b>Base Salary (incl 2.5% increase)</b>	<b>Salary Package</b>
Grade 11/12 - Year 4	\$148,134	\$164,236
Grade 11/12 - Year 3	\$141,882	\$157,305
Grade 11/12 - Year 2	\$133,519	\$148,034
Grade 11/12 - Year 1	\$128,089	\$142,012
Grade 9/10 - Year 4	\$122,038	\$135,304
Grade 9/10 - Year 3	\$118,507	\$131,396
Grade 9/10 - Year 2	\$113,859	\$126,233
Grade 9/10 - Year 1	\$110,745	\$122,783
Grade 7/8 - Year 4	\$107,541	\$119,233
Grade 7/8 - Year 3	\$104,226	\$115,554
Grade 7/8 - Year 2	\$100,056	\$110,939
Grade 7/8 - Year 1	\$97,152	\$107,716
Grade 5/6 - Year 4	\$94,327	\$104,578
Grade 5/6 - Year 3	\$91,641	\$101,603
Grade 5/6 - Year 2	\$88,184	\$97,775
Grade 5/6 - Year 1	\$85,488	\$94,781
Grade 3/4 - Year 4	\$79,297	\$87,916
Grade 3/4 - Year 3	\$76,931	\$85,295
Grade 3/4 - Year 2	\$74,603	\$82,716
Grade 3/4 - Year 1	\$72,418	\$80,291
Grade 1/2 - Year 4	\$70,425	\$78,073
Grade 1/2 - Year 3	\$68,543	\$75,995
Grade 1/2 - Year 2	\$66,682	\$73,927
Grade 1/2 - Year 1	\$64,779	\$71,816
Grade GS	\$61,399	\$68,059

**From:** [REDACTED]@dpc.nsw.gov.au>  
**Sent:** 25/02/2020 9:20 PM  
**To:** "Liu, Angela" <Angela.Liu@act.gov.au>  
**Cc:** [REDACTED]@dpc.nsw.gov.au>; [REDACTED] "  
[REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Expansion of NSW Scheme to include ACT  
**Attachments:** a3408139 - SIGNED REPLY.pdf

Angela,

Thank you for your call this afternoon. I have attached a copy of the Premier's signed response to the ACT Chief Minister, for your information.

I've also copied [REDACTED], Director of Industry Standards at NSW Fair Trading, who is the contact for Fuel Check matters. [REDACTED] can be contacted at [REDACTED]

Kind regards,

[REDACTED]



**Premier  
& Cabinet**

[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED], Sydney | GPO Box 5341, Sydney NSW 2001  
[REDACTED]@dpc.nsw.gov.au | [dpc.nsw.gov.au](http://dpc.nsw.gov.au)

---

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Monday, 24 February 2020 1:49 PM  
**To:** [REDACTED]@dpc.nsw.gov.au>  
**Cc:** [REDACTED]@dpc.nsw.gov.au>  
**Subject:** Expansion of NSW Scheme to include ACT  
**Importance:** High

UNOFFICIAL

Good afternoon [REDACTED]

Just a quick email to see if there is any update on the timing around formal response from NSW Premier.

Thanks,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]@dpc.nsw.gov.au>  
**Sent:** Wednesday, 8 January 2020 11:49 AM  
**To:** Goth, Kathy <Kathy.Goth@act.gov.au>; Liu, Angela <Angela.Liu@act.gov.au>  
**Subject:** Update - RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Kathy and Angela,

FYI I am still working on getting some more time for you to consider our response – I will let you know if I have any success.



Kind regards

[REDACTED]



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED], Sydney | GPO Box 5341, Sydney NSW 2001  
[REDACTED] | [\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au) | [dpc.nsw.gov.au](http://dpc.nsw.gov.au)

---

**From:** [REDACTED]  
**Sent:** Tuesday, 7 January 2020 5:16 PM  
**To:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Kathy,

I'll see what I can arrange at this end and I'll get back to you – I hope to do so tomorrow.

[REDACTED]



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED], Sydney | GPO Box 5341, Sydney NSW 2001  
[REDACTED] | [\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au) | [dpc.nsw.gov.au](http://dpc.nsw.gov.au)

---

**From:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>  
**Sent:** Tuesday, 7 January 2020 4:42 PM  
**To:** [REDACTED] <[\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

UNOFFICIAL

Thanks [REDACTED]

If there's any chance of shortening the 10 days turnaround from the Premiers Office then that would be great - but we can live with 13 February.

Regards

Kathy

---

**From:** [REDACTED] <[\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au)>  
**Sent:** Tuesday, 7 January 2020 4:24 PM  
**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

I've just realised that I've miscalculated my dates because we need to wait for the fee estimate to finalise our response. In addition, our Premier's Office requires 10 business days to approve work from DPC. Therefore, it would

be fantastic if we could have those extra 10 days, with a due date to you of **13 February**. I know this is pushing much closer to you 17 Feb deadline.

Let me know if there are any issues.



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED], Sydney | GPO Box 5341, Sydney NSW 2001  
[REDACTED]@dpc.nsw.gov.au | [dpc.nsw.gov.au](mailto:dpc.nsw.gov.au)

---

**From:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Sent:** Tuesday, 7 January 2020 3:18 PM  
**To:** [REDACTED]@dpc.nsw.gov.au>  
**Cc:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; Matthew Rudd <[Matthew.Rudd@dpc.nsw.gov.au](mailto:Matthew.Rudd@dpc.nsw.gov.au)>; Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

UNOFFICIAL

Hi [REDACTED]

Yes, 3 February is ok – thanks for your effort, and we really appreciate if the response could be provided to us by 3 February.

Cheers,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]@dpc.nsw.gov.au>  
**Sent:** Tuesday, 7 January 2020 3:05 PM  
**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; [REDACTED]@dpc.nsw.gov.au>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

Thanks for this information – it was really useful to speak with you just before.

As mentioned, we require a little more time to respond to the letter. I'm working on the basis that we should receive the fee estimate sometime late next week.

Given I understand that your final ACT Budget bids are due on 17 February, would an extension for DPC until **3 February** give you enough time to meet your deadlines?

I'll stay in contact as this progresses.

Kind regards,

[REDACTED]

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Tuesday, 7 January 2020 2:54 PM  
**To:** [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>; [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

UNOFFICIAL

Hi [REDACTED]

Thank you for taking time to talk to us – much appreciated.

As discussed, below is the list of contacts in DCS whom we consulted with previously:

[REDACTED]

From these initial discussions, we understand that expanding the NSW FuelCheck Scheme to incorporate the ACT is likely to be relatively easy to implement and would be unlikely to impose significant costs on NSW. For example, [REDACTED] advised that once service stations in the ACT registered with NSW Fair Trading, they can simply add these service stations on FuelCheck and provide individual service stations owners to upload price via a mobile application; and for the major fuel operators (such as Caltex) they can set up the price upload through the API channel. For the compliance issue, [REDACTED] advised that all complaints go through FuelCheck app. They can provide you more technical/compliance information.

For your information, the link below is to the ACT Legislative Assembly's final report on Inquiry into ACT Fuel Pricing:  
[https://www.parliament.act.gov.au/in-committees/select\\_committees/fuel-prices/inquiry-into-fuel-pricing](https://www.parliament.act.gov.au/in-committees/select_committees/fuel-prices/inquiry-into-fuel-pricing)

Please let us know if you need anything else.

Thanks,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic  
Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

**From:** [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Sent:** Tuesday, 7 January 2020 12:47 PM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>; [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Subject:** 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

Thanks for this – and apologies that we were mistaken about the correct spelling of your name.

It would be good to discuss at 2pm, thanks. If you could call me on my number, that would work and I'll send an Outlook invitation.

It would be good to discuss **timing** for NSW's response to you. Depending on how quickly NSW can finalise its fee estimate, I'd be grateful for a short extension to accommodate this, noting that the ACT Budget process is a very real and understandable time constraint. The initial view from my NSW colleagues is that preparing the fee estimate this should not take too long.

Look forward to discussing at 2pm.

Kind regards,

[REDACTED]



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED], Sydney | GPO Box 5341, Sydney NSW 2001  
[REDACTED]@dpc.nsw.gov.au | dpc.nsw.gov.au

---

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Tuesday, 7 January 2020 12:19 PM  
**To:** [REDACTED]@dpc.nsw.gov.au>  
**Subject:** FW: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

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Hi [REDACTED]

We can call you around 2pm or after 4pm this afternoon to discuss this issue. Please let me know your preferred time.

Thanks,  
Angela

Angela Liu | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]@dpc.nsw.gov.au>  
**Sent:** Tuesday, 7 January 2020 11:46 AM  
**To:** Luo, Angela <Angela.Luo@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Subject:** Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

I hope you had a restful end of year break. My colleagues in DCS shared with me your contact details. I'd value your input/background info on the **FuelCheck expansion discussions** as outlined in the letter (**attached**) between the ACT and NSW. In particular, I'd like to know more about the progress of discussions ie:

1. **What – if any – decisions have been flagged or progressed during talks between ACT and NSW?** Has the decision to include ACT in the FC Scheme essentially been agreed in principle already? If not, what work is needed before this decision can be made?

2. **What are the possible models for expanding the Fuel Check scheme to include ACT (including estimated costs)? Were various models considered?**

The letter mentioned direct scheme administration. My reading was that this model could involve some kind of split of responsibilities (ie ACT could administer the more burdensome/risky cases and NSW would administer the more 'routine' issues.) **Is this correct?**

3. **What are your views on the financial (including cost sharing arrangements) and operational issues for this proposal?**

- a. What kind of fee are you expecting from NSW?
- b. What information has ACT provided on the likely costings?

I would value your input **today** – and happy to discuss over the phone as well. At the moment we have a fairly tight briefing timeframe, noting that the letter asks for a NSW response by the end of January.

**Timing**

Depending on the status of the discussions (ie if they have progressed to the point that the decision has effectively been made, versus if an accurate estimate of costs still requires consideration): **it would be helpful if we could have a little more time to respond to the letter.**

Is this feasible from your perspective? (I understand the time pressure is due to the ACT Budget Process (ie having the proposal ready in time).

Look forward to discussing.

[Redacted]



[Redacted] | Associate  
Economics Branch, Department of Premier and Cabinet  
[Redacted], Sydney | GPO Box 5341, Sydney NSW 2001  
[Redacted]@dpc.nsw.gov.au | dpc.nsw.gov.au

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**Gladys Berejiklian MP**  
Premier of New South Wales

Ref: A3408139

11 FEB 2020

Mr Andrew Barr MLA  
Chief Minister  
Australian Capital Territory Government  
GPO Box 1020  
Canberra ACT 2601

Dear Chief Minister, *Andrew,*

Thank you for your correspondence dated 17 December 2019 about expanding the NSW Fuel Check Scheme to the ACT.

I welcome opportunities to collaborate with the ACT Government, and I support exploring measures to promote consumer protection and improve service delivery for people in the ACT and the South East NSW region. Noting deadlines relating to the ACT Budget, I have referred this matter to the NSW Minister for Customer Service for his urgent consideration.

Should your officials wish to discuss this matter, the relevant NSW Government contact is Bjorn Borg, Director of Industry Standards at NSW Fair Trading. Bjorn can be contacted at [bjorn.borg@customerservice.nsw.gov.au](mailto:bjorn.borg@customerservice.nsw.gov.au) on (02) 9372 8485 or 0429 982 941.

Thank you for taking the time to bring this issue to my attention.

Yours faithfully,

**Gladys Berejiklian MP**  
Premier

CC: The Hon Victor Dominello MP, Minister for Customer Service

**From:** "Smith, MatthewC" <MatthewC.Smith@act.gov.au>  
**Sent:** 28/07/2020 5:10 AM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** "Liu, Angela" <Angela.Liu@act.gov.au>  
**Subject:** RE: FuelCheck for ACT

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Hello [REDACTED],

Thanks for your email, and apologies we haven't been in touch earlier to provide an update. Been a rather hectic time!

Unfortunately, the petrol proposal has become a victim of the broader circumstances around COVID-19, and despite the Minister's Office stating strong support for the proposal, it has been deferred for further consideration until after the election.

We expect there is a strong likelihood, irrespective of the election result, that the FuelCheck proposal will go forward. Feedback from the current Government is that they will seek to progress it if they are successful in the election, and the opposition previously has also outlined they would seek to implement mandatory fuel price reporting in the Territory.

So watch this space, and no doubt we will be in touch once we've heard more later in the year.

Thanks for all your help so far as well – really appreciate it!

Cheers

Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Mobile: 0428 127 752 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

*Please consider the environment before printing this email - or if printing is necessary, please print double-sided.*

---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 28 July 2020 10:29 AM  
**To:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Cc:** Liu, Angela <Angela.Liu@act.gov.au>  
**Subject:** RE: FuelCheck for ACT

Hi Matthew and Angela

Hope you are well.

Just touching base to see how you are going on your side with regards to the approvals for FuelCheck. Any update ?

**Kind Regards**

[REDACTED]  
Project Manager | OneGov  
Services & Digital Innovation

Department of Customer Service [REDACTED]  
[REDACTED]@customerservice.nsw.gov.au

**From:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Sent:** Wednesday, 10 June 2020 9:42 AM  
**To:** [REDACTED] <[REDACTED]@customerservice.nsw.gov.au>  
**Cc:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Subject:** RE: FuelCheck for ACT

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Thanks very much [REDACTED] for that – much appreciated.

Cheers  
Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Mobile: 0428 127 752 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

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---

**From:** [REDACTED] <[REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 9 June 2020 11:00 AM  
**To:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Cc:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Subject:** RE: FuelCheck for ACT

Hi Matthew

Yes, that's correct. Under the new costing as per our last discussion, we will give you a self-service option that your compliance team can use to manage service stations internally.

Kind Regards

[REDACTED]  
Project Manager | OneGov  
Services & Digital Innovation

Department of Customer Service [REDACTED]

p: [REDACTED] <[REDACTED]@customerservice.nsw.gov.au>

---

**From:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Sent:** Tuesday, 9 June 2020 10:47 AM  
**To:** [REDACTED] <[REDACTED]@customerservice.nsw.gov.au>  
**Cc:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Subject:** Re: FuelCheck for ACT

Hi [REDACTED],

Thanks for sending that through. Just to confirm - under the revised costing there would be no requirement for the Territory to fund a contribution towards staffing costs for NSW Department of Customer Service. It would just be an ongoing cost of \$60K annually?

Cheers  
Matt

---

**From:** [REDACTED] <[REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 9 June 2020 09:59  
**To:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Subject:** FuelCheck for ACT

Hi Matthew



Hope you are well.

As discussed last week, please see a updated version of the cost to onboard ACT service stations to FuelCheck.

- Set up Cost - \$120K one off.
- Ongoing support - \$60K annually

Ongoing Support for Fuel Check ACT includes:

- Support between Monday to Friday during business hours (09:00 am to 05:00 pm)
- Support for Critical issues affecting FuelCheck Public outside business hours. 06:00 am – 9:00pm (Monday to Sunday)
- Support for fuel retailers uploading prices via API during business hours (09:00 am to 05:00 pm)
- App updates keeping it aligned with Google maps and API changes
- Licence cost for Google Maps, Apigee and DOMO
- Business Continuity and Disaster Recovery

In addition, we will offer you with a self-service option to manage your service stations internally.

Please give me a call if you have any questions or concerns.

Kind Regards

[Redacted]  
Project Manager | OneGov  
Services & Digital Innovation  
Department of Customer Service, [Redacted]  
[Redacted]@customerservice.nsw.gov.au

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**From:** "Goth, Kathy" <Kathy.Goth@act.gov.au>  
**Sent:** 13/06/2022 3:55 AM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** "Lawrence, Ian" <Ian.Lawrence@act.gov.au>  
**Subject:** RE: FuelCheck for ACT

UNOFFICIAL

Hi Fay

thanks for your message Wed at 10am suits me thanks.

could you please also invite Ian Lawrence?

regards

Kathy

---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Friday, 10 June 2022 9:44 AM  
**To:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Subject:** FuelCheck for ACT  
**Importance:** High

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Dear Ms Goth

I have been asked to organise a 30 min meeting between yourself and [REDACTED], Acting Director Regulatory Schemes, Fair Trading.

Agenda: The meeting will be in relation to discussing FuelCheck for ACT. Regulatory Schemes have received a ministerial correspondence referred by the Premier to Minister Petinos about a letter from the ACT's Chief Minister requesting that the ACT's FuelCheck scheme be administrated by NSW Fair Trading and that the cost of administering the scheme on behalf of ACT be waived.

Please advise if any of these dates/times are suitable?

- Wednesday, 22 June at 10am?
- Friday, 24 June 1pm, 2pm or 3pm?

Many thanks

**Administration Support Officer, Regulatory Schemes  
Licensing and Funds**

NSW Fair Trading | Department of Customer Service

Street Address: [REDACTED]

Mailing Address: [REDACTED]

e [REDACTED]@customerservice.nsw.gov.au | [www.customerservice.nsw.gov.au](http://www.customerservice.nsw.gov.au)



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Service

*I work flexibly. I'm sending you this message now because it's a good time for me, but do not expect you to read, respond or action it outside your regular hours.*

**From:** "Smith, MatthewC" <MatthewC.Smith@act.gov.au>  
**Sent:** 09/06/2020 11:42 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** "Liu, Angela" <Angela.Liu@act.gov.au>  
**Subject:** RE: FuelCheck for ACT

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Thanks very much [REDACTED] for that – much appreciated.

Cheers  
Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Mobile: 0428 127 752 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

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---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 9 June 2020 11:00 AM  
**To:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Cc:** Liu, Angela <Angela.Liu@act.gov.au>  
**Subject:** RE: FuelCheck for ACT

Hi Matthew

Yes, that's correct. Under the new costing as per our last discussion, we will give you a self-service option that your compliance team can use to manage service stations internally.

Kind Regards

[REDACTED]  
Project Manager | OneGov  
Services & Digital Innovation  
Department of Customer Service, [REDACTED]  
[REDACTED]@customerservice.nsw.gov.au

---

**From:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Sent:** Tuesday, 9 June 2020 10:47 AM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** Liu, Angela <Angela.Liu@act.gov.au>  
**Subject:** Re: FuelCheck for ACT

Hi [REDACTED],

Thanks for sending that through. Just to confirm - under the revised costing there would be no requirement for the Territory to fund a contribution towards staffing costs for NSW Department of Customer Service. It would just be an ongoing cost of \$60K annually?

Cheers  
Matt

---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 9 June 2020 09:59  
**To:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Subject:** FuelCheck for ACT

Hi Matthew

Hope you are well.

As discussed last week, please see a updated version of the cost to onboard ACT service stations to FuelCheck.

- Set up Cost - \$120K one off.
- Ongoing support - \$60K annually

Ongoing Support for Fuel Check ACT includes:

- Support between Monday to Friday during business hours (09:00 am to 05:00 pm)
- Support for Critical issues affecting FuelCheck Public outside business hours. 06:00 am – 9:00pm (Monday to Sunday)
- Support for fuel retailers uploading prices via API during business hours (09:00 am to 05:00 pm)
- App updates keeping it aligned with Google maps and API changes
- Licence cost for Google Maps, Apigee and DOMO
- Business Continuity and Disaster Recovery

In addition, we will offer you with a self-service option to manage your service stations internally.

Please give me a call if you have any questions or concerns.

Kind Regards

[Redacted]  
Project Manager | OneGov  
Services & Digital Innovation

Department of Customer Service, [Redacted]  
[Redacted] [\[Redacted\]@customerservice.nsw.gov.au](mailto:[Redacted]@customerservice.nsw.gov.au)

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**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** 20/10/2019 8:05 PM  
**To:** "Liu, Angela" <Angela.Liu@act.gov.au>

**Subject:** RE: Fuelcheck teleconference

Hi Angela,

Lets set the teleconference for Wednesday, 23 October 2019 from 1 to 2 PM

Please give me the number I can call you on.

Thank you and regards,

---

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Friday, 18 October 2019 2:34 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Fuelcheck teleconference

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Hi [REDACTED]

Thank you very much for your email.

The Director of ACT Fair Trading, Chantel Potter, is also keen to participate in our meeting, but her available time is limited for next week as follows:

- Wednesday (23 Oct): 1pm – 2pm; and 4pm-4:30pm
- Thursday (24 Oct): 1:30pm- 2pm; and 3pm – 3:30pm

Please let me know if any above time suit you. if not please advise any times you are available.

The phone number for the telecon is 02 6205 0772. Or we'd love to call you.

Thanks,  
Angela

Angela Liu | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic  
Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Friday, 18 October 2019 8:08 AM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>

**Subject:** Fuelcheck teleconference

Hi Angela,

I have been informed of the ACT's interest in joining FUELCHECK. I would be happy to share our experiences regarding compliance matters with you in a teleconference.

I will ask another colleague of mine, [REDACTED] who was involved in the initial registration process of all service station into Fuelcheck to join us.

Please email me the time and your contact details for the teleconference.

Thanks and kind regards,

[REDACTED] | Senior Consumer Protection Officer  
Consumer Protection Unit – Fair Trading Operations  
NSW Fair Trading - Department of Customer Service

[REDACTED]

[REDACTED]@customerservice.nsw.gov.au | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



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**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** 03/10/2019 6:37 AM  
**To:** "Liu, Angela" <Angela.Liu@act.gov.au>  
**Subject:** Re: Information request - FuelCheck scheme

Hi Angela  
That's great. Happy to do a teleconference at 10 am.  
Kind Regards  
[REDACTED]

Sent from my iPhone

On 3 Oct 2019, at 4:27 pm, Liu, Angela <Angela.Liu@act.gov.au> wrote:

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Hi [REDACTED]

Thank you a lot for quick response. We'd like to talk to you for more information. Can I please book a teleconference with you on Tuesday (8 Oct) around 10am?

Thanks,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Thursday, 3 October 2019 4:16 PM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>  
**Subject:** RE: Information request - FuelCheck scheme

Hi Angela

Please see my response below.

- Is the NSW government willing to expand FuelCheck to the ACT?  
Yes, I believe it will be great to get ACT petrol stations visible on FuelCheck.
- If yes, what should the ACT government involve in?  
We just need a few questions answered to confirm the approach. Example, do you want to maintain ACT service stations internally or you would like us to take care of the support function. This is for things like creating a new service station, modifying the existing service station details.
- Estimated costs?  
The cost will vary on the basis of the answer to the question.

Please feel free to give me a call on [REDACTED].

Kind Regards

[REDACTED]  
Project Manager | OneGov  
Services & Digital Innovation



Department of Finance Services & Innovation, [REDACTED]  
p: [REDACTED] [REDACTED]@customerservice.nsw.gov.au

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Tuesday, 1 October 2019 3:26 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** Information request - FuelCheck scheme  
**Importance:** High

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Good afternoon [REDACTED]

I heard from the ACT Legislative Assembly Select Committee that you have provided a submission to its Inquiry into ACT fuel pricing in relation to the NSW FuelCheck scheme. The Committee made a recommendation for the ACT Government for consideration is to introduce a real-time, mandatory price monitoring scheme similar to the FuelCheck.

From your submission to the Inquiry, we noted that FuelCheck can be expanded to ACT. We would like to investigate the feasibility an expanded NSW FuelCheck scheme that incorporates reporting on ACT petrol stations. At the stage of preparing government response to the Committee's report, can I please get some information you?

- Is the NSW government willing to expand FuelCheck to the ACT?
- If yes, what should the ACT government involve in?
- Estimated costs?

It would be greatly appreciated if you could provide above requests as soon as possible.

Kind regards,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

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**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** 03/03/2020 2:17 AM  
**To:** "Goth, Kathy" <Kathy.Goth@act.gov.au>  
**Cc:** "Smith, MatthewC" <MatthewC.Smith@act.gov.au>; "Liu, Angela" <Angela.Liu@act.gov.au>; [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck  
**Attachments:** 2019-20\_Admin Clerical Salary Rates (004).pdf

Hi Kathy,  
I have attached the admin clerical salary rates. It has the base salary and salary package for clerk grade 3 /4.

Happy to discuss further.

Regards

[REDACTED]  
**Senior Business Service Officer**  
**Biofuels and FuelCheck**  
Better Regulation Division | Department of Customer Service  
[REDACTED] [customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au) | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



**Customer Service**

---

**From:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Sent:** Tuesday, 3 March 2020 1:12 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** Smith, MatthewC <MatthewC.Smith@act.gov.au>; Liu, Angela <Angela.Liu@act.gov.au>; [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

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thanks for your message [REDACTED]

We will update our budget bid to reflect the cost of a grade 3/4.

could you please advise what FTE cost would be?

regards

Kathy

---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 3 March 2020 7:51 AM  
**To:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Cc:** Smith, MatthewC <MatthewC.Smith@act.gov.au>; Liu, Angela <Angela.Liu@act.gov.au>; [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

Hi Kathy,  
As currently our team which manages the NSW FuelCheck is a very small team (2 FTE only), it may be difficult to have an additional 0.5 FTE at grade 5/6 as either part time or to get them to help us with other work also.

We had only suggested the resource for doing ACT FuelCheck work as a grade 5/6. You could also consider a grade 3 /4 FTE rather than grade 5/6 part time.

Regards  
[REDACTED]

---

**From:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>

**Sent:** Friday, 28 February 2020 3:57 PM

**To:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>

**Cc:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>; [REDACTED]

**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

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Dear [REDACTED]

thanks for your response.

In our organisation (Access Canberra) 0.5 FTE usually means a contribution to a team of staff, as our teams generally cover a range of programs.

Alternatively it may enable the additional position created to support the administrative team to be part time.

Happy to discuss further if that would help.

regards

Kathy

---

**From:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>

**Sent:** Friday, 28 February 2020 12:30 PM

**To:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>

**Cc:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>; [REDACTED]

**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

Hi Kathy,

Currently, we have a small team which manages the administration of NSW FuelCheck. We had suggested a grade 5/6 resource. However, we are happy to work with whatever level resource ACT chooses to fund and the waiting times will match it.

We are not sure of how it will work with 0.5 additional FTE as it is a small team.

Happy to discuss further.

Regards  
[REDACTED]

**Senior Business Service Officer**

**Biofuels and FuelCheck**

Better Regulation Division | Department of Customer Service

[REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)> | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



**From:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Sent:** Thursday, 27 February 2020 5:15 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Cc:** Smith, MatthewC <MatthewC.Smith@act.gov.au>; Liu, Angela <Angela.Liu@act.gov.au>; [REDACTED]

**Subject:** FW: New estimate of the cost on proposal of ACT joining FuelCheck

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Dear [REDACTED]

Thank you for the updated costing information.

We have finalised the business case and it is now being considered by our Minister. As part of this process we have been asked to clarify whether there is scope for a lower cost options that could provide a lower level of service?

For example does there need to be a full time additional person to handle the administrative components of the scheme?

Noting that the ACT only has around 60 stations and most of these are companies are present in NSW and already participating in the scheme, it seems like a significant addition. Could this work be undertaken to a lower level of service by 0.5 additional FTE?

Happy to discuss further if that helps.

If possible we would value an indication regarding whether this might be possible by COB Monday 2 March, so that we can keep the budget bid consideration process moving.

regards

Kathy

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Wednesday, 19 February 2020 9:10 AM  
**To:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Cc:** Liu, Angela <Angela.Liu@act.gov.au>; Goth, Kathy <Kathy.Goth@act.gov.au>; [REDACTED]

**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

Hi Matt,

We have reviewed the costs and they are as below:

Set up Cost - \$120K - \$140K one off.

Ongoing support - \$80K annually

Ongoing Support for Fuel Check ACT includes:

- Support between Monday to Friday during business hours (09:00 am to 05:00 pm)
- Support for Critical issues affecting FuelCheck Public outside business hours. 06:00 am – 9:00pm (Monday to Sunday)
- Support for fuel retailers uploading prices via API during business hours (09:00 am to 05:00 pm)
- App updates keeping it aligned with Google maps and API changes
- Licence cost for Google Maps, Apigee and DOMO
- Business Continuity and Disaster Recovery

In addition to these ICT costs, we also expect 1 x 5/6 grade officer to handle administrative components of the scheme. The salary package will be \$94,781 to \$104,578 per annum).

Please let me know if you have any questions or would like to discuss further via teleconference.

Regards

██████████  
Senior Business Service Officer  
Biofuels and FuelCheck

Better Regulation Division | Department of Customer Service

██████████@customerservice.nsw.gov.au | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



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**From:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Sent:** Friday, 14 February 2020 12:38 PM  
**To:** ██████████@customerservice.nsw.gov.au  
**Cc:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

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Great thanks ██████████ – that is helpful, and at least we can update the section of the Budget bid related to the implementation costs, with the other section to be updated next week.

Cheers  
Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

*Please consider the environment before printing this email - or if printing is necessary, please print double-sided.*

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**From:** ██████████@customerservice.nsw.gov.au  
**Sent:** Friday, 14 February 2020 11:14 AM  
**To:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>  
**Cc:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>; ██████████

**Subject:** FW: New estimate of the cost on proposal of ACT joining FuelCheck

Hi Matt,

I've clarified with [REDACTED] that \$120K to \$140K refers to the initial implementation cost and there will be additional ongoing costs. We are reviewing these costs and will provide more details next week.  
Apologies for the inconvenience this has caused.

Regards

[REDACTED]  
**Senior Business Service Officer**  
**Biofuels and FuelCheck**

Better Regulation Division | Department of Customer Service

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**Customer  
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**From:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>

**Sent:** Thursday, 13 February 2020 5:39 PM

**To:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>; Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

**Cc:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>; [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>; [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>

**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

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Thanks very much [REDACTED], and really appreciate the quick turn around from [REDACTED].

Just so I can update some relevant documents to our business case in the shorter term, could I please receive confirmation tomorrow if possible of whether the \$120K to \$140K refers to the ongoing annual cost, or the initial implementation cost (or a combination of both?), noting of course that [REDACTED] will provide more details next week.

Happy to discuss.

Cheers  
Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

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---

**From:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>

**Sent:** Thursday, 13 February 2020 5:27 PM

**To:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>; Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>

**Subject:** New estimate of the cost on proposal of ACT joining FuelCheck

Hi Kathy,

Following our teleconference this afternoon, please find below [REDACTED] email with the new estimate for the extension of FuelCheck to ACT. [REDACTED] will provide the breakdown costs of this by mid next week.

Regards

[REDACTED]

Senior Business Service Officer

Biofuels and FuelCheck

Better Regulation Division | Department of Customer Service

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From: [REDACTED] [@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>

Sent: Thursday, 13 February 2020 2:57 PM

To: [REDACTED] [@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>

[REDACTED]  
[REDACTED]

Subject: Re: Request a meeting - Costing information on proposal of ACT joining FuelCheck

Hi [REDACTED]

I have spoken to the team internally. After clarifying the assumption with ACT that they will require no backend access or any kind of system visibility of the ACT service stations. The data they seek for compliance or general access will be provided in form of existing reports from your team.

The new estimate comes down to somewhere between \$120 K to \$140 K. I can provide the breakdown of this cost and all elements by the mid of next week.

Kind Regards

[REDACTED]

-----  
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-----

**From:** "Smith, MatthewC" <MatthewC.Smith@act.gov.au>  
**Sent:** 19/02/2020 11:37 PM  
**To:** [REDACTED]@customerservice.nsw.gov.au  
**Cc:** "Liu, Angela" <Angela.Liu@act.gov.au>; [REDACTED]"

**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

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Hi [REDACTED]

Sorry I did not respond yesterday to your email. Just wanted to thank you and all the team for the very quick turnaround on the revised estimate – really appreciated.

Kind Regards,

Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

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**From:** [REDACTED]@customerservice.nsw.gov.au  
**Sent:** Wednesday, 19 February 2020 9:10 AM  
**To:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Cc:** Liu, Angela <Angela.Liu@act.gov.au>; Goth, Kathy <Kathy.Goth@act.gov.au>; [REDACTED]"

**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

Hi Matt,

We have reviewed the costs and they are as below:

Set up Cost - \$120K - \$140K one off,  
Ongoing support - \$80K annually

Ongoing Support for Fuel Check ACT includes:

- Support between Monday to Friday during business hours (09:00 am to 05:00 pm)
- Support for Critical issues affecting FuelCheck Public outside business hours. 06:00 am – 9:00pm (Monday to Sunday)
- Support for fuel retailers uploading prices via API during business hours (09:00 am to 05:00 pm)
- App updates keeping it aligned with Google maps and API changes
- Licence cost for Google Maps, Apigee and DOMO
- Business Continuity and Disaster Recovery

In addition to these ICT costs, we also expect 1 x 5/6 grade officer to handle administrative components of the scheme. The salary package will be \$94,781 to \$104,578 per annum).

Please let me know if you have any questions or would like to discuss further via teleconference.

Regards



██████████  
Senior Business Service Officer  
Biofuels and FuelCheck  
Better Regulation Division | Department of Customer Service  
██████████ @customerservice.nsw.gov.au | www.fairtrading.nsw.gov.au



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**From:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Sent:** Friday, 14 February 2020 12:38 PM  
**To:** ██████████ @customerservice.nsw.gov.au  
**Cc:** Liu, Angela <Angela.Liu@act.gov.au>  
**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

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Great thanks ██████████ – that is helpful, and at least we can update the section of the Budget bid related to the implementation costs, with the other section to be updated next week.

Cheers  
Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

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---

**From:** ██████████ @customerservice.nsw.gov.au  
**Sent:** Friday, 14 February 2020 11:14 AM  
**To:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>; Liu, Angela <Angela.Liu@act.gov.au>; ██████████

██████████

**Subject:** FW: New estimate of the cost on proposal of ACT joining FuelCheck

Hi Matt,  
I've clarified with ██████████ that \$120K to \$140K refers to the initial implementation cost and there will be additional ongoing costs. We are reviewing these costs and will provide more details next week.  
Apologies for the inconvenience this has caused.

Regards

██████████  
Senior Business Service Officer  
Biofuels and FuelCheck  
Better Regulation Division | Department of Customer Service  
██████████ @customerservice.nsw.gov.au | www.fairtrading.nsw.gov.au



**From:** Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>

**Sent:** Thursday, 13 February 2020 5:39 PM

**To:** [REDACTED] <[REDACTED]@customerservice.nsw.gov.au>; Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

**Subject:** RE: New estimate of the cost on proposal of ACT joining FuelCheck

UNCLASSIFIED For-Official-Use-Only

Thanks very much [REDACTED], and really appreciate the quick turn around from [REDACTED].

Just so I can update some relevant documents to our business case in the shorter term, could I please receive confirmation tomorrow if possible of whether the \$120K to \$140K refers to the ongoing annual cost, or the initial implementation cost (or a combination of both?), noting of course that [REDACTED] will provide more details next week.

Happy to discuss.

Cheers  
Matt

**Matthew C. Smith | A/g Senior Director | Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | ACT Chief Minister, Treasury and Economic Development Directorate | Phone: (02) 6207 6128 | Fax: (02) 6207 0267 | [MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)**

*Please consider the environment before printing this email - or if printing is necessary, please print double-sided.*

**From:** [REDACTED] <[REDACTED]@customerservice.nsw.gov.au>

**Sent:** Thursday, 13 February 2020 5:27 PM

**To:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>; Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>; Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>

**Subject:** New estimate of the cost on proposal of ACT joining FuelCheck

Hi Kathy,

Following our teleconference this afternoon, please find below [REDACTED] email with the new estimate for the extension of FuelCheck to ACT. [REDACTED] will provide the breakdown costs of this by mid next week.

Regards

[REDACTED]  
**Senior Business Service Officer  
Biofuels and FuelCheck**

Better Regulation Division | Department of Customer Service

[REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)> | [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)



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**From:** [REDACTED]@customerservice.nsw.gov.au>

**Sent:** Thursday, 13 February 2020 2:57 PM

**To:** [REDACTED]@customerservice.nsw.gov.au>

**Subject:** Re: Request a meeting - Costing information on proposal of ACT joining FuelCheck

Hi [REDACTED]

I have spoken to the team internally. After clarifying the assumption with ACT that they will require no backend access or any kind of system visibility of the ACT service stations. The data they seek for compliance or general access will be provided in form of existing reports from your team.

The new estimate comes down to somewhere between \$120 K to \$140 K. I can provide the breakdown of this cost and all elements by the mid of next week.

Kind Regards  
[REDACTED]

-----  
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**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** 13/02/2020 12:58 AM  
**To:** "Liu, Angela" <Angela.Liu@act.gov.au>  
**Subject:** RE: Request a meeting - Costing information on proposal of ACT joining FuelCheck

Hi Angela,  
I have rescheduled the teleconference to 2pm and will call you and others at that time. [REDACTED] will need to leave at 2.30pm.

Regards  
[REDACTED]

---

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Thursday, 13 February 2020 11:54 AM  
**To:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Request a meeting - Costing information on proposal of ACT joining FuelCheck

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H [REDACTED]

Please accept our apology for cancel our meeting at such short notice, as we got an urgent request in early morning. Is it possible to call you and [REDACTED] at 2pm today or tomorrow afternoon?

Regards,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Monday, 10 February 2020 3:12 PM  
**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Request a meeting - Costing information on proposal of ACT joining FuelCheck

Hi Angela,  
I will book a teleconference for Thursday 13 February, 10.30 to 11am. Shall I call you on (02) 6207 2243 or a mobile number?  
I will also invite [REDACTED], Project Manager, Services and Digital Innovation who provided us with the costings for this project.

Regards  
[REDACTED]

**Senior Business Service Officer**  
**Biofuels and FuelCheck**  
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**From:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Sent:** Monday, 10 February 2020 2:15 PM  
**To:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>  
**Cc:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>  
**Subject:** Request a meeting - Costing information on proposal of ACT joining FuelCheck  
**Importance:** High

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Dear [REDACTED]

Could we please organise a teleconference with you on Thursday, 13 February to discuss our concerns on the cost estimates? The best time for us is in early morning from 9am-11:30am, or 1pm -2:30pm. Please let me know your availability/or propose alternative time for the meeting.

Thanks,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic  
Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

**From:** [REDACTED] <[\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au)>  
**Sent:** Monday, 10 February 2020 1:17 PM  
**To:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>

[REDACTED]  
**Subject:** Costing information on proposal of ACT joining FuelCheck

Hi Kathy

As discussed, your query would be best directed to Bjorn Borg, Director of Industry Standards at NSW Fair Trading. He can be contacted at [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)> [REDACTED]

Thanks



[REDACTED] | AI Associate Director, Economic Policy  
Strategy & Delivery Group, Department of Premier and Cabinet  
[REDACTED] | GPO Box 5341, Sydney NSW 2001  
[REDACTED] | [REDACTED] <[\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au)> | [\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au)

**From:** Goth, Kathy <[Kathy.Goth@act.gov.au](mailto:Kathy.Goth@act.gov.au)>  
**Sent:** Tuesday, 4 February 2020 2:40 PM  
**To:** [REDACTED] <[\[REDACTED\]@dpc.nsw.gov.au](mailto:[REDACTED]@dpc.nsw.gov.au)>  
**Cc:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>; Smith, MatthewC <[MatthewC.Smith@act.gov.au](mailto:MatthewC.Smith@act.gov.au)>

**Subject:** FW: (For clearance/sending Tuesday morning) Costing information on proposal of ACT joining FuelCheck  
**Importance:** High

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Dear [REDACTED]

We have now received through the initial cost estimates below from [REDACTED] the Department of Customer Service (DCS). The estimated provided is \$320-\$360,000 one off and \$220,000 annually plus the cost of a 5/6 grade officer.

These estimates are significantly higher than what expected given that we only have 60 stations compared to around 2,500 in NSW already within the scheme, we assumed that the marginal costs to NSW would be relatively low. This was based on previous officer level discussions with DCS, and the information provided to the ACT Legislative Assembly Inquiry.

- The advice provided to the ACT Legislative Assembly inquiry into fuel pricing was that the design and development costs for FuelCheck, back when it was established in 2016 was around \$600,000 in total, and that ongoing costs of supporting ICT for the system were only estimated at around \$65,000 per annum.

On this basis, we consider the estimates do appear to be relatively high – in particular the \$320,000 - \$360,000 for set up costs which equates to an average cost of somewhere around \$6000 - \$7000 per petrol station,

Given around 90 per cent of the 60 or so stations in the Territory are operated directly by the major fuel brands (Such as BP, Caltex, Coles, Woolworths etc), which already operate in NSW and have therefore developed systems that takes into account requirements of FuelCheck , we were hopeful that the cost of adding our service stations would be relatively low as the systems are already in place for most participants.

As a result of our concerns, I was wondering whether there is an opportunity to review the cost estimates as part of the advice being prepared to the Minister on this issue?

Happy to discuss with you further when you have an opportunity to do so, but we thought it would be useful to raise our concerns directly with you at this stage, prior to finalisation of the work you are undertaking.

Regards,

**Kathy Goth**  
**Executive Branch Manager**  
**Economic Analysis**  
**Chief Minister, Treasury and Economic Development Directorate**  
**(02) 6205 0772**

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**From:** [REDACTED]@customerservice.nsw.gov.au>  
**Sent:** Friday, 31 January 2020 12:16 PM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** [REDACTED]@customerservice.nsw.gov.au>  
**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

Hi Angela,

Please see details below as requested:

Ongoing Support for Fuel Check ACT includes:

- Level 2 support between Monday to Friday during business hours (09:00 am to 05:00 pm)
- Level 2 support for Critical issues affecting FuelCheck Public outside business hours, 06:00 am – 9:00pm (Monday to Sunday)

- Level 1 support for fuel retailers uploading prices via API during business hours (09:00 am to 05:00 pm)
- Access to ticketing system (Zendesk) Channel to lodge Level 2 support tickets via email
- [REDACTED]
- Timely update of all documents and communication related to FuelCheck and APIs (including updating it on Siebel)
- Web API support for external parties using the Fuel Check data: Support for Monday to Friday (09:00 am to 05:00 pm) related to access, registration, authentication code reset and API related enquiries.
- Support for on boarding, testing & move to production. Support via email channel
- [REDACTED]
- Native Apps (iOS, Android & Amazon): Level 1 & 2 support from Monday to Friday during business hours (09:00 am to 05:00 pm) Level 1& 2 support for Critical issues affecting FuelCheck Native apps outside business hours. 06:00 am – 9:00pm (Monday to Sunday)
- FuelCheck Product improvement : App improvement based on Customer feedback.
- App updates keeping it aligned with Google maps and API changes
- Managed Hosting and Infrastructure maintenance.
- Licence cost for Google Maps, Apigee and DOMO
- Business Continuity and Disaster Recovery

Regards

[REDACTED]  
**Senior Business Service Officer**  
**Biofuels and FuelCheck**

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**From:** [REDACTED]  
**Sent:** Thursday, 30 January 2020 2:55 PM  
**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Cc:** [REDACTED] [@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>  
**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

Hi Angela,  
Yes, the entire cost of the 5/6 grade officer will be covered by ACT.

I will get back to you re: the detailed information about ongoing support costs.

Regards

[REDACTED]  
**Senior Business Service Officer**  
**Biofuels and FuelCheck**

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**From:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>  
**Sent:** Thursday, 30 January 2020 2:39 PM  
**To:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>  
**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

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H [REDACTED]

Thank you very much for providing this information – much appreciated.

It would be helpful if you can provide detailed information of each ongoing support items outlined in your email, which will help us better understand what it is.

In relation to the additional 5/6 grade officer, I just want to confirm if the entire cost associate with the officer will be covered by us, or just partially.

Thanks again,  
Angela

**Angela Liu** | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic  
Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED] <[\[REDACTED\]@customerservice.nsw.gov.au](mailto:[REDACTED]@customerservice.nsw.gov.au)>  
**Sent:** Thursday, 30 January 2020 2:24 PM  
**To:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

[REDACTED]

**Subject:** RE: Costing information on proposal of ACT joining FuelCheck

Hi Angela,  
Below are the cost estimates as requested:

Set up Cost - \$320K- \$360K one off.  
Ongoing support - \$220K annually

Ongoing Support covers the following items:

- Level 1 and 2 support



- Google Maps Cost
- API cost for Apigee
- Business Continuity and Disaster Recovery

In addition to these ICT costs, we also expect 1 x 5/6 grade officer to handle administrative components of the scheme.

Let me know if you have any questions.

Regards

██████████  
Senior Business Service Officer

Biofuels and FuelCheck

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**From:** Liu, Angela <[Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au)>

**Sent:** Thursday, January 30, 2020 2:09 pm

**To:** ██████████

**Subject:** Costing information on proposal of ACT joining FuelCheck

UNCLASSIFIED For-Official-Use-Only

Good afternoon ██████████

██████████ shared with me your contact detail. I understand that you are working on the costs associated with the proposal of expanding FuelCheck to incorporate the ACT. I'm writing to check if you need anything from our side.

You maybe aware that we have a really tight timeframe to develop a business case due to ACT Budget process. It would be greatly appreciated if you could provide a broad estimate of what the number may be expected to come in at if possible.

Kind regards,  
Angela

**Angela Liu** | Policy Officer

Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

**From:** [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Sent:** Thursday, 30 January 2020 11:37 AM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Subject:** Contact details

Hi Angela,

The contact details for [REDACTED]

[REDACTED]  
Director Industry Standards  
Fair Trading

[REDACTED]

[REDACTED]



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED], Sydney | GPO Box 5341, Sydney NSW 2001  
[REDACTED] | [REDACTED]@dpc.nsw.gov.au | dpc.nsw.gov.au

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**From:** [REDACTED]@dpc.nsw.gov.au>  
**Sent:** 08/01/2020 12:49 AM  
**To:** "Goth, Kathy" <Kathy.Goth@act.gov.au>; "Liu, Angela" <Angela.Liu@act.gov.au>  
**Subject:** Update - RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Kathy and Angela,

FYI I am still working on getting some more time for you to consider our response – I will let you know if I have any success.

Kind regards

[REDACTED]



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED] | GPO Box 5341, Sydney NSW 2001  
[REDACTED]@dpc.nsw.gov.au | dpc.nsw.gov.au

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**From:** [REDACTED]  
**Sent:** Tuesday, 7 January 2020 5:16 PM  
**To:** Goth, Kathy <Kathy.Goth@act.gov.au>; Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Kathy,

I'll see what I can arrange at this end and I'll get back to you – I hope to do so tomorrow.

[REDACTED]



[REDACTED] | Associate  
Economics Branch, Department of Premier and Cabinet  
[REDACTED] | GPO Box 5341, Sydney NSW 2001  
[REDACTED]@dpc.nsw.gov.au | dpc.nsw.gov.au

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**From:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Sent:** Tuesday, 7 January 2020 4:42 PM  
**To:** [REDACTED]@dpc.nsw.gov.au>; Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

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Thanks [REDACTED]

If there's any chance of shortening the 10 days turnaround from the Premiers Office then that would be great - but we can live with 13 February.

Regards

Kathy

**From:** [REDACTED]@dpc.nsw.gov.au  
**Sent:** Tuesday, 7 January 2020 4:24 PM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

I've just realised that I've miscalculated my dates because we need to wait for the fee estimate to finalise our response. In addition, our Premier's Office requires 10 business days to approve work from DPC. Therefore, it would be fantastic if we could have those extra 10 days, with a due date to you of **13 February**. I know this is pushing much closer to your 17 Feb deadline.

Let me know if there are any issues.

[REDACTED]



Premier  
& Cabinet

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[REDACTED]@dpc.nsw.gov.au | dpc.nsw.gov.au

**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Tuesday, 7 January 2020 3:18 PM  
**To:** [REDACTED]@dpc.nsw.gov.au  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>; [REDACTED]@dpc.nsw.gov.au; Smith, MatthewC <MatthewC.Smith@act.gov.au>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

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Hi [REDACTED]

Yes, 3 February is ok – thanks for your effort, and we really appreciate if the response could be provided to us by 3 February.

Cheers,  
Angela

Angela Liu | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

**From:** [REDACTED]@dpc.nsw.gov.au  
**Sent:** Tuesday, 7 January 2020 3:05 PM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>; [REDACTED]@dpc.nsw.gov.au  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

Thanks for this information – it was really useful to speak with you just before.

As mentioned, we require a little more time to respond to the letter. I'm working on the basis that we should receive the fee estimate sometime late next week.

Given I understand that your final ACT Budget bids are due on 17 February, would an extension for DPC until **3 February** give you enough time to meet your deadlines?

I'll stay in contact as this progresses.

Kind regards,

[Redacted]



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Sydney | GPO Box 5341, Sydney NSW 2001  
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**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Tuesday, 7 January 2020 2:54 PM  
**To:** [Redacted] <[Redacted]@dpc.nsw.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>; [Redacted] <[Redacted]@dpc.nsw.gov.au>  
**Subject:** RE: 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

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Hi [Redacted]

Thank you for taking time to talk to us – much appreciated.

As discussed, below is the list of contacts in DCS whom we consulted with previously:

[Redacted]

From these initial discussions, we understand that expanding the NSW FuelCheck Scheme to incorporate the ACT is likely to be relatively easy to implement and would be unlikely to impose significant costs on NSW. For example, Rai advised that once service stations in the ACT registered with NSW Fair Trading, they can simply add these service stations on FuelCheck and provide individual service stations owners to upload price via a mobile application; and for the major fuel operators (such as Caltex) they can set up the price upload through the API channel. For the compliance issue, Roberto advised that all complaints go through FuelCheck app. They can provide you more technical/compliance information.

For your information, the link below is to the ACT Legislative Assembly's final report on Inquiry into ACT Fuel Pricing: [https://www.parliament.act.gov.au/in-committees/select\\_committees/fuel-prices/inquiry-into-fuel-pricing](https://www.parliament.act.gov.au/in-committees/select_committees/fuel-prices/inquiry-into-fuel-pricing)

Please let us know if you need anything else.

Thanks,  
Angela

Angela Liu | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

**From:** [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Sent:** Tuesday, 7 January 2020 12:47 PM  
**To:** Liu, Angela <Angela.Liu@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>; [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Subject:** 2pm phone call - RE: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

Thanks for this – and apologies that we were mistaken about the correct spelling of your name.

It would be good to discuss at 2pm, thanks. If you could call me on my number, that would work and I'll send an Outlook invitation.

It would be good to discuss **timing** for NSW's response to you. Depending on how quickly NSW can finalise its fee estimate, I'd be grateful for a short extension to accommodate this, noting that the ACT Budget process is a very real and understandable time constraint. The initial view from my NSW colleagues is that preparing the fee estimate this should not take too long.

Look forward to discussing at 2pm.

Kind regards,

[REDACTED]



[REDACTED] | Associate  
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[REDACTED] | GPO Box 5341, Sydney NSW 2001  
[REDACTED] <[REDACTED]@dpc.nsw.gov.au | [REDACTED]@dpc.nsw.gov.au

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**From:** Liu, Angela <Angela.Liu@act.gov.au>  
**Sent:** Tuesday, 7 January 2020 12:19 PM  
**To:** [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Subject:** FW: Request for input on FuelCheck - expansion of NSW Scheme to include ACT

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H [REDACTED]

We can call you around 2pm or after 4pm this afternoon to discuss this issue. Please let me know your preferred time.

Thanks,  
Angela

Angela Liu | Policy Officer  
Economic Policy and Regulation Unit | Economic and Financial Analysis Branch | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Phone: (02) 6207 2243 | E-mail: [Angela.Liu@act.gov.au](mailto:Angela.Liu@act.gov.au) | Canberra Nara Centre | GPO Box 158 Canberra ACT 2601

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**From:** [REDACTED] <[REDACTED]@dpc.nsw.gov.au>  
**Sent:** Tuesday, 7 January 2020 11:46 AM  
**To:** Luo, Angela <Angela.Luo@act.gov.au>  
**Cc:** Goth, Kathy <Kathy.Goth@act.gov.au>  
**Subject:** Request for input on FuelCheck - expansion of NSW Scheme to include ACT

Hi Angela,

I hope you had a restful end of year break. My colleagues in DCS shared with me your contact details. I'd value your input/background info on the **FuelCheck expansion discussions** as outlined in the letter (**attached**) between the ACT and NSW. In particular, I'd like to know more about the progress of discussions ie:

1. **What – if any – decisions have been flagged or progressed during talks between ACT and NSW?** Has the decision to include ACT in the FC Scheme essentially been agreed in principle already? If not, what work is needed before this decision can be made?
2. **What are the possible models for expanding the Fuel Check scheme to include ACT (including estimated costs)? Were various models considered?**  
The letter mentioned direct scheme administration. My reading was that this model could involve some kind of split of responsibilities (ie ACT could administer the more burdensome/risky cases and NSW would administer the more 'routine' issues.) **Is this correct?**
3. **What are your views on the financial (including cost sharing arrangements) and operational issues for this proposal?**
  - a. What kind of fee are you expecting from NSW?
  - b. What information has ACT provided on the likely costings?

I would value your input **today** – and happy to discuss over the phone as well. At the moment we have a fairly tight briefing timeframe, noting that the letter asks for a NSW response by the end of January.

**Timing**

Depending on the status of the discussions (ie if they have progressed to the point that the decision has effectively been made, versus if an accurate estimate of costs still requires consideration): **it would be helpful if we could have a little more time to respond to the letter.**

Is this feasible from your perspective? (I understand the time pressure is due to the ACT Budget Process (ie having the proposal ready in time).

Look forward to discussing.

[Redacted]



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