

22nd July 2020

Submission regarding fuel price reporting scheme

1. Diesel exhaust fluid (DEF) commonly known as Adblue is an important product for motorists who require it for their diesel powered vehicles. It is increasing in usage and availability at fuel sites. It should be listed in the fuels supplied as it is an adjunct to diesel fuel.
2. There are some fuels listed in the registration process that have never been available in Tasmania and never will be. The list is a cut and paste of the NSW FuelCheck app and needs to be relevant to Tasmania.
3. Specific trading hours shouldn't be part of the Tasmanian app but as it seems to be listed there should be no penalties for failing to provide accurate information in that respect. If someone varies their trading hours for their own reasons (employee no show, power outage, equipment failure, Covid 19) it is their business without having to do more work to update their trading hours in real time. The trading hours should be along the lines of an approximation or an indication (eg closes by 9pm). The list has no provision for Public Holiday trading hours.
4. The report option should mandate the phone number and email and other contact details of any person making a report. This will avoid the unfortunate situation experienced with the NSW FuelCheck app where there are issues with malicious and false reporting and harassment of fuel retailers. There needs to be penalties for false reporting and that should be clear in the reporting setup. A modest compulsory fee should be required of any person making a report, which is refundable, if correct.
5. There is a class of customer who needs driveway service (check tyres, coolant, oil levels). There are elderly drivers, some with mobility and other issues who should be able to seek out this type of driveway service. Disability organisations are entitled to know this information which can easily be supplied with this app. A check box is required in the app functionality to address this need and indicate if it is available. The question could be; 'Is full driveway service including checking oil, coolant level and tyre pressure check available upon request'?
6. While public consultation closes on the 27th 2020 July, it seems from the wording in various publications and a check of the registration process at www.cbos.tas.gov.au that the Department has already decided what it intends to do. This defeats the purpose of consultation. The designers and developers of the app and website for this scheme need to consider all submissions.

