



Media Release
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2014-15 ENERGY INDUSTRY PERFORMANCE REPORT

The Tasmanian Economic Regulator today publishes its annual report on the performance of the energy supply industry, the *2014-15 Energy in Tasmania Performance Report*.

Mr Joe Dimasi, the newly appointed Tasmanian Economic Regulator, notes that the report relates to performance for the 2014-15 financial year and the status of issues as at 30 June 2015 and, therefore, does not account for recent events such as the Basslink outage.

With respect to electricity, demand continued its recent downward trend while the number of connections increased during 2014-15. The mix of generation changed during 2014-15 with increased contributions from both hydro-electric and wind making up for the absence of thermal generation. There was also an increase in Basslink imports during 2014-15 following the Australian Government's abolition of the Carbon Price from 1 July 2014 and low inflows into hydro water storages.

Due to the impact of storms during 2014-15, there was a significant increase in the number and amount of Guaranteed Service Level payments made to customers.

Mr Dimasi also noted that the performance of the generation and distribution assets on the Bass Strait Islands improved markedly during 2014-15 and there was a reduced reliance on diesel fuel on King Island following the commissioning of Hydro Tasmania's renewable hybrid energy plant.

While total gas consumption and consumption by industrial customers increased during 2014-15, the gas pipeline operated at less than 20 per cent of its design capacity largely due to the change in the operation of the Tamar Valley thermal power station.

In terms of retail service, there was a large increase in the number of retail electricity complaints particularly in relation to billing due to changes in the way Aurora Energy recorded complaints. However, the number of electricity customers repaying a debt decreased substantially. For gas, while there was a decrease in the number of disconnections, there was an increase in the number of customers on payment plans and the number of customers subject to late payment fees.

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