

OTTER CUSTOMER CONSULTATIVE COMMITTEE

MEETING NO. 2/2018

9.30 AM THURSDAY 17 MAY 2018

MURRAY ROOM, THE TREASURY BUILDING,

21 MURRAY STREET, HOBART

DRAFT MINUTES

9:30 am Meeting commenced

1. Apologies

Present

Dr Cynthia Townley (TasCOSS)
Mr Robert Mallett (Tasmanian Small Business Council)
Ms Kate Cox (Energy Ombudsman Tasmania)
Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)
Cr Peter Rhodes (Flinders Council) - via phone

In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)
Mr Ray Chan (Acting Director, OTTER)
Mr Glenn Bounds (Assistant Director, OTTER)
Mr Jonathan Roe (Senior Research Officer, OTTER)
Ms Toulia Alvanos (Administrative Assistant, OTTER)

Apologies

Mr Peter Skillern (Tasmanian Farmers and Graziers Association)
Mr Nick Steel (Tasmanian Farmers and Graziers Association)
Mr Michael Bailey (Tasmanian Chamber of Commerce and Industry)
Mr David MacFie (Australian Competition and Consumer Commission)
Mr Brian Wightman (Property Council of Australia - Tasmania Division)
Ms Elizabeth Skirving (CEO, Rural Business Tasmania)
Ms Georgia Palmer (Local Government Association of Tasmania)
Mr Geoff Fader (Tasmanian Small Business Council)
Ms Margie Law (Anglicare Tasmania)

2. Ratify minutes from meeting 14 February 2018

The minutes from the meeting of 14 February 2018 were ratified.

3. Electricity - Frequency Control Auxiliary Services - Background Briefing

Mr Jonathan Roe (Senior Research Officer, OTTER) delivered a presentation on Frequency Control Auxiliary Services (FCAS). The presentation provided an overview of how FCAS works and the important role FCAS plays in the operation of the electricity network.

The presentation also informed members about the Regulator's powers in relation to regulating FCAS and the Regulator's current monitoring of FCAS pricing.

4. Water and Sewerage - Price Determination Investigation - Final Report and next steps

Mr Glenn Bounds (Assistant Director, OTTER) delivered a presentation on the recently completed 2018 Water and Sewerage Price Determination Investigation. The presentation:

- outlined the major decisions in the Final Report and Price Determination;
- detailed the key changes in the Final Report relative to the Regulator's Draft Report/TasWater's proposed PSP; and
- outlined the next steps in the process.

There was a general discussion about the outcomes from the Investigation. Members also discussed the likely impacts arising from the Government-TasWater Memorandum of Understanding (MOU) in the event that the MOU is endorsed by councils and passed by Parliament.

5. Water and Sewerage - 2016-17 State of the Industry Report

Mr Glenn Bounds summarised the key findings from the 2016-17 Water and Sewerage State of the Industry Report.

Members noted that the Report is very useful from reference and advocacy points of view.

5. Tasmanian Ombudsman update

Ms Kate Cox (Office of the Energy Ombudsman) outlined the recent experience with complaints regarding electricity entities for the quarter ending March 2018. Ms Cox noted that there was an increase in Advanced Meter complaints, which was expected as this was the first quarter the Advanced Meters have operated. It was also noted that there was an increase in complaints relating to customers not receiving the expected Energy Bonus in a timely fashion.

6. Projects on the go

The Committee noted the May 2018 edition of Projects on the Go.

7. Other Business

Future meeting dates

The Committee noted the proposed 2018-19 meeting dates.

It was agreed that the next meeting would be scheduled for Wednesday 19 September 2018 at 2.00pm.

The meeting closed at 11:45 am.