

# OTTER CUSTOMER CONSULTATIVE COMMITTEE

## MINUTES

MEETING NO. 2/2021 - THURSDAY 15 JULY 2021

By MS Teams

10:00 am Meeting commenced

### 1. Welcome and apologies

#### Present

Mr Robert Mallett (Tasmanian Small Business Council)  
Mr Geoff Fader (Tasmanian Small Business Council)  
Mr John Pauley (Council of the Ageing)  
Dr Lucy Mercer-Mapstone (Tasmanian Council of Social Service Inc)  
Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)  
Mr Jack Gilding (Tasmanian Renewable Energy Alliance)  
Mr Ray McKendrick (Energy Ombudsman, Ombudsman Tasmania)  
Mr Jason Browne (TasWater)  
Mr Matthew Pigden (TasWater)  
Ms Juliet Mercer (TasWater)  
Mr Raja Iyer (TasWater)  
Mr Eamonn Tiernan (TasWater)  
Ms Kendall Mahnken (TasWater)  
Ms Madeleine Roberts (TasWater)  
Mr Jeremy Morse (Anglicare Tasmania)

#### In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)  
Mr Chris Lock (Director, OTTER)  
Mr Glenn Bounds (Assistant Director, OTTER)  
Ms Julia Ma (A/g Senior Research Officer, OTTER)  
Mr David Richardson (Specialist Policy Analyst, OTTER)  
Mr Alexander Hansson (Assistant Research Officer, OTTER)  
Ms Lana Hutchinson (Principal Policy Analyst, OTTER)  
Ms Estella Walker (Executive Officer, OTTER)

#### Apologies

Ms Elizabeth Skirving (CEO, Rural Business Tasmania)  
Ms Claire Hopkins (Ombudsman Tasmania)  
Mr Stephen Durney (TasCOSS)

## 2. Ratify minutes from March 2021 meeting

The minutes from the meeting of 18 March 2021 were ratified.

## 3. Tasmanian Ombudsman Update

Ray McKendrick from Ombudsman Tasmania provided an update on complaints received by the Ombudsman in relation to energy and water and sewerage issues. No major issues were raised.

## 4. TasWater's Proposed Price and Service Plan (PSP4)

TasWater gave a presentation on its Proposed Price and Service Plan for the fourth regulatory period (PSP4).

## 5. 2021-22 Standing Offer Electricity Prices, 2021-22 Regulated Feed-in Tariff Rate and 2022 pricing investigations

David Richardson (Specialist Policy Analyst, OTTER) gave a presentation on Standing Offer Electricity Prices and the Regulated Feed-in Tariff Rate for 2021-22 and the 2022 Standing Offer prices and 2022 Regulated FiT rate investigations.

## 6. Taxi Fare Methodology Inquiry

Julia Ma (Senior Research Officer, OTTER) gave a presentation on the Taxi Fare Methodology Inquiry.

## 7. Owner-Operator Taxi Licence Reserve Price Investigation

Julia Ma also gave a presentation on the Owner-Operator Taxi Licence Reserve Price Investigation.

## 8. Projects on the Go

The committee members noted OTTER's *Projects on the Go* for July 2021. The paper covered the following issues:

1. Water and sewerage
  - a. 2022 pricing investigation
2. Motor Accidents Insurance Board (MAIB) 2021 Pricing Investigation
3. Energy
  - a. Approval of Standing Offer Prices for 2021-22
  - b. Determination of Regulated FiT rate for 2021-22
  - c. 2022 Standing Offer prices and Regulated FiT rate investigations
  - d. Energy Security Monitor and Assessor status update and overview of current energy security position
4. Electricity – Quarterly Performance Reports (Q1, 2020-21)
  - a. Retail performance report
  - b. Distribution performance report - TasNetworks
5. Water and Sewerage, Electricity and Gas Licensing (update)

## 9. Other Business

There was no other business.

### **Next meeting**

The next meeting will be held on 14 October 2021.

The meeting closed at 12.00pm.