

OTTER CUSTOMER CONSULTATIVE COMMITTEE

DRAFT MINUTES

MEETING NO. 3/2021 - THURSDAY 28 OCTOBER 2021

By MS Teams

11:00 am Meeting commenced

1. Welcome and apologies

Present

Mr Robert Mallett (Tasmanian Small Business Council)
Mr John Pauley (Council of the Ageing)
Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)
Ms Megan Leary (Ombudsman Tasmania)
Debra Lewis, Council of the Ageing
Mr Stephen Durney
Ms Shannon Culic
Ms Elizabeth Skirving
Mr Giles Whitehouse
Ms Amy Abraham (Ombudsman Tasmania)
Ms Julie Morris
Ms Chantal Hopwood (TasNetworks)

In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)
Mr Chris Lock (Director, OTTER)
Mr Tristan Patterson (Manager, OTTER)
Mr David Richardson (Specialist Policy Analyst, OTTER)
Ms Lana Hutchinson (Principal Policy Analyst, OTTER)
Mr Alexander Hansson (Assistant Research Officer, OTTER)
Ms Estella Walker (Executive Officer, OTTER)
Ms Jordan Wierenga-Moore (Assistant Research Officer, OTTER)

Apologies

Mr Jack Gilding (Tasmanian Renewable Energy Alliance)
Mr Glenn Bounds (Assistant Director, OTTER)

2. Ratify minutes from March 2021 meeting

The minutes from the meeting of 15 July 2021 were ratified.

3. Tasmanian Ombudsman Update

Megan Leary 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. Aurora Energy Pricing Proposal July 2022 to June 2025

Giles Whitehouse and Amy Abraham from Aurora Energy gave a presentation on its Pricing Proposal for the period from July 2022 to June 2025. At this meeting there was extensive discussion of the proposed inclusion of aurora+ in Aurora Energy's standard retail contract.

5. Aurora Energy Price Determination Approach Paper

David Richardson (Specialist Policy Analyst, OTTER) gave a presentation on the Aurora Energy Price Determination Approach Paper, which set out the basis on which the Regulator intends to assess Aurora Energy's Pricing Proposal.

6. TasNetworks Proposed Distribution Pricing Strategy

Chantal Hopwood gave a presentation on TasNetworks Proposed Distribution Pricing Strategy.

7. September 2021 Price Comparison Report

Alexander Hansson (Research Analyst, OTTER) gave a presentation on the September 2021 Price Comparison Report.

8. Projects on the Go

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

1. Water and sewerage
 - a. 2022 Price Determination Investigation
2. Taxis
 - a. 2021 Owner-Operator Taxi Licence Reserve Prices Investigation
 - b. 2021 Taxi Fare Methodology Inquiry
3. Motor Accidents Insurance Board (MAIB) 2021 pricing investigation
4. Energy
 - a. 2022 Standing Offer Prices
 - b. Regulated feed-in tariff rate investigation
 - c. Energy Security Monitor and Assessor status update and overview of current energy security position
5. Electricity- Retail and Distribution Quarterly Performance Reports

- a. Retail Performance Report
- b. Distribution Performance Report
6. Water and Sewerage, Electricity and Gas Licensing
7. Codes and Guidelines
8. Tasmanian Economic Regulator 2020-21 Annual Report
9. Appendix A- Retailer performance

9. Other Business

There was no other business.

Next meeting

The next meeting will be held In February 2022 with the date to be determined.

The meeting closed at 1.00pm.