

OTTER CUSTOMER CONSULTATIVE COMMITTEE

DRAFT MINUTES

MEETING NO. 1/2021 - 09.30 AM THURSDAY 18 MARCH 2021

By MS Teams

09:30 am Meeting commenced

1. Welcome and apologies

Present

Mr Robert Mallett (Tasmanian Small Business Council)
Mr Stephen Durney (TasCOSS)
Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)
Mr Jack Gilding (Tasmanian Renewable Energy Alliance)
Mr Ray McKendrick (Energy Ombudsman, Ombudsman Tasmania)
Ms Elizabeth Skirving (CEO, Rural Business Tasmania)
Mr Neils Stecher (Australian Competition and Consumer Commission)
Mr Sam Christensen (Ombudsman Tasmania) (Item 3)
Ms Kate Cox (Energy Ombudsman Tasmania)
Mr Tom Middleton (Aurora Energy)
Ms Georgia Palmer (Local Government Association of Tasmania)
Ms Amy Abraham (Aurora Energy)

In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)
Mr Chris Lock (Director, OTTER)
Mr Glenn Bounds (Assistant Director, OTTER)
Ms Julia Ma (Research Officer, OTTER)
Ms Estella Walker (Executive Officer, OTTER)

Apologies

Mr Tommy Wong (Tasmanian Chamber of Commerce and Industry)
Ms Tracey Brown (Energy Ombudsman, Ombudsman Tasmania)
Mr John Pauley (Council of the Ageing)

2. Ratify minutes from December 2020 meeting

The minutes from the meeting of 11 December 2020 were ratified.

3. Tasmanian Ombudsman Update

Sam Christensen and Kate Cox from Ombudsman Tasmania provided an update on complaints received by the Ombudsman in relation to energy and water and sewerage issues respectively. No major issues were raised.

4. 2019-20 Annual Security Review

Ms Julia Ma (Research Officer, OTTER) gave a presentation on the Electricity and Gas Price Comparison Report, March 2021.

5. New Billing System, Aurora+ and Aurora Online

Tom Middleton and Amy Abraham (Aurora Energy) gave a presentation on the New Billing System, Aurora+ and the discontinued Aurora Online.

Aurora Energy was asked to provide a policy statement on its approach to providing energy usage information to its customers.

Aurora Energy was also asked to provide clarification on when the Aurora Energy fees for switching tariffs apply.

6. Projects on the Go

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

1. Water and sewerage
 - a. Next pricing investigation
2. Motor Accidents Insurance Board (MAIB) 2021 Pricing Investigation
3. Energy
 - a. Next standing offer prices and regulated FiT Rate investigations
 - b. 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. Gas- Proclamation of the *Gas Industry Act 2019*
 - a. Proclamation of the *Gas Industry Act 2019*
6. Water and Sewerage, Electricity and Gas Licensing (update)
 - a. Nil

7. Other Business

There was no other business.

Next meeting

It was agreed that the next meeting will be scheduled for 17 June 2021.

The meeting closed at 11.35 am.