

# OTTER CUSTOMER CONSULTATIVE COMMITTEE

## MINUTES

MEETING NO. 2/2024 - WEDNESDAY 19 JUNE 2024

Murray Room, 21 Murray Street, Hobart / MS Teams\*

9:30 am Meeting commenced

### 1. Welcome and apologies

#### Present

Mr Ben Morris (Local Government Association of Tasmania)  
Mr Stephen Durney (TasCOSS)  
Mr Geoff Fader (Tasmanian Small Business Council)  
Mr Michael Bailey (Tasmanian Chamber of Commerce and Industry)  
Mr John Pauley (Council on the Ageing)

#### In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)  
Ms Kirstan Long (Director, OTTER)  
Mr Glenn Bounds (Assistant Director, OTTER)  
Mr Tristan Patterson (Assistant Director, OTTER)  
Mr David Richardson (Specialist Policy Analyst, OTTER)  
Ms Adele Sobolewski (Principal Policy Analyst, OTTER)  
Mr Sam Williams (Research Officer, OTTER)  
Ms Cassandra Pavez (Senior Research Officer, OTTER)  
Mr Victor Hou (Research Officer, OTTER)  
Ms Eve Fulton (Assistant Research Officer, OTTER)  
Ms Estella Walker (Executive Officer, OTTER)

#### Apologies

Mr Robert Mallett (Tasmanian Small Business Council)  
Mr Luke Doerner (Property Council of Tasmania)  
Ms Stacey Milbourne (Salvation Army)

## **2. Ratify minutes from March 2024 meeting**

The minutes from the meeting of 28 March 2024 were ratified.

## **3. Tasmanian Ombudsman Update**

The Ombudsman's Office provided quarterly reports for energy and water which were circulated with the papers prior to the meeting.

Ms Long encouraged members to raise questions for the Ombudsman's Office through OTTER.

## **4. Approval of standing offer electricity prices and determination of the regulated feed-in tariff rate for 2024-25**

David Richardson delivered a presentation on the Regulator's approval of standing offer electricity prices and the Regulator's determination of the regulated feed-in tariff for 2024-25.

Mr Richardson also provided responses to several questions Mr Durney had asked prior to the meeting in relation to the approval of standing offer prices for 2024-25.

Mr Pauley raised concerns about the lack of transparency with regard to the estimation of Aurora Energy's costs, the calculation of the Notional Maximum Revenue (NMR) and how standing offer prices are derived from those costs.

Mr Morris was interested in the calculation of Aurora Energy's retail margin and noted that he expected metering costs to decrease once advanced meters have been installed at all properties due to the efficiencies delivered by those meters.

Mr Pauley asked about the future treatment of costs relating to Basslink if the AER approves APA Group's current application for the interconnector to become a regulated transmission service.

Mr Pauley also queried the meaning of grandfathering of flat rate tariffs and requested OTTER arrange a presentation at a future meeting in relation to demand tariffs.

In response to these issues during the meeting, the Regulator undertook to deliver a presentation to members explaining, among other things, the approach to calculating the NMR, the future treatment of Basslink costs, the calculation of the retail margin and the make-up of metering costs.

The Regulator also advised members that a methodology review will be conducted commencing in July 2024 ahead of the next price investigation which commences in mid-October 2024 and noted that draft reports will be available for public consultation during each of those processes.

## **5. Report on the State of the Tasmanian Water and Sewerage Industry (SOIR) for 2022-23**

Cassandra Pavez delivered a presentation on the Report on the State of the Tasmanian Water and Sewerage Industry for 2022-23.

Attendees indicated that it would be useful to have TasWater present on water losses at a future meeting.

Attendees also indicated that it would be beneficial to have TasWater present on its customer engagement process ahead of the next price investigation at a future meeting.

## **6. Assessing TasWater's capital expenditure**

Glenn Bounds delivered a presentation on the Regulator's approach to assessing TasWater's capital expenditure.

## **7. Projects on the Go**

Members noted the information provided in the Projects on the Go paper.

## **8. Other Business**

The meeting closed at 11.30am.

Next Meeting: TBC