

OTTER CUSTOMER CONSULTATIVE COMMITTEE
MEETING NO. 1/2024
9.30am to 11.30pm - THURSDAY 28 March 2024
By MS Teams/21 Murray Street

AGENDA

9.30	1. Welcome and Apologies
9.35	2. Minutes and actions from October 2023 meeting
9.40	3. Ombudsman Update
9.45	4. Rollout of the AER's Better Bills Initiative Heath Gilmore, Lead Risk & Compliance Advisor, Aurora Energy
10.00	5. Sewerage and Trade Waste Charging Inquiries David Richardson, Specialist Policy Analyst, OTTER Victor Hou, Research Officer, OTTER
10.20	6. Energy in Tasmania Report 2022-23 Sam Williams, Research Officer, OTTER
10.30	7. Guaranteed Service Level Review Tristan Patterson, Assistant Director, OTTER
10.50	8. Draft Price and Service Plan for TasWater Glenn Bounds, Assistant Director, OTTER
11.00	9. Projects on the Go - Discussion
11.15	Other Business

Proposed next meeting date: TBA