Projects on the Go
June 2025

Activities of OTTER
prepared for the
OTTER Customer Consultative Committee

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OTTER Customer Consultative Committee

Projects on the Go

Meeting 2 / 2025

June 2025

1. Water and Sewerage

a. Tasmanian Water and Sewerage Industry Customer Service Code

On 6 June 2025, the Regulator approved amendments to the Tasmanian Water and Sewerage Industry Customer Service Code to:

- require a regulated entity to have a family violence policy;
- amend the existing hardship provisions to provide guidance on circumstances where a customer may be experiencing financial hardship, allow a regulated entity to identify customers that may be experiencing financial hardship and require a regulated entity to ensure its financial hardship policy is easily accessible;
- allow a regulated entity to not clean up and disinfect an area affected by a sewage spill if the affected customer waives that requirement;
- separate the requirements for dealing with enquiries from those that relate to complaints and dispute resolution;
- provide for additional means of electronic communication when contacting customers regarding legal action, disconnection and restriction of services;
- reduce the rate of interest that a regulated entity pays on refunds of overcharged amounts and that customers pay on underpayments; and
- limit refunds of amounts overcharged by a regulated entity to a period of six years prior to the regulated entity becoming aware that a customer has been over charged.

Changes to the Customer Service Code will commence on 1 July 2025.

2. Energy

a. Unaccounted for energy

On 12 May 2025, the Regulator released its 2025 Regulated Retail Electricity Pricing Investigation Final Report. As part of this report, the Regulator stated that it would review the treatment of unaccounted for energy including determining whether these costs should be passed through to regulated customers and whether these costs are material. Subject to stakeholder feedback and the complexity of the review, it is intended that findings from the review will be published by 30 September 2025.

b. Northern Midlands Solar Farm generation licence application

On 15 May 2025, OTTER published an application for generation licence in respect of the proposed Northern Midlands Solar Farm near Cressy. Consultation closed on 6 June 2025 and no submissions were received. The Regulator is currently considering the licence application.

3. Other industries

a. Motor Accidents Insurance Board premiums

The Regulator released the draft report for the MAIB Pricing Policies investigation on 23 May 2025 for consultation on matters raised in the draft report and the consultation period ended on 20 June 2025.

The draft report outlines the Regulator's intended recommendations to the Government on:

- the maximum premiums from 1 December 2025 to 30 November 2026;

- sets out how premiums should change over the subsequent three years; and
- the MAIB's financial position.

Under the Terms of Reference, the Regulator will provide the final report to the Government by 31 July 2025.

The draft report can be found on the Regulator's website.

b. Owner-operator taxi licence reservice price investigation

The Regulator is currently conducting an investigation prior to determining the reserve prices for the annual release of owner-operator taxi licences by the Transport Commission from 2026 to 2029.

On 15 May 2025, the Regulator published a fact sheet and an online survey to gather information to inform its investigation. The survey closed on 6 June 2025 and approximately 20 responses were received.

The Regulator will release a draft report and draft determination for consultation prior to making its final determination by 1 December 2025.

4. Electricity - Retail Quarterly Performance Reports

Aurora Energy, 1st Energy, Shell Energy, Energy Locals, CovaU, Nectr Energy, Solstice Energy and Local Volts have provided their performance reports for Q2 2023-24 to Q2 2024-25, as required under Regulation 12 of the Electricity Supply Industry Regulations 2018.

Summaries for each retailer are provided in Tables 1-15 inclusive in Appendix A.

Appendix A - Retailer performance

Table 1: Aurora Energy quarterly performance – residential

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	237 805	237 517	238 581	238 344	238 112
market retail	419	982	1 244	1 448	1 727
Payment difficulties					
customers repaying a debt	14 028	12 462	12 625	13 168	13 904
average amount $	852	754	718	719	713
debt over $500 but less than or equal to $1 500	3 623	3 000	2 872	2869	2 886
debt over $1 500 but less than or equal to $2 500	1 041	855	802	853	879
debt over $2 500	1 109	812	773	837	871
Payment plans					
customers on a payment plan	5 177	4 555	4 057	3 985	3 279
customers who had their plan cancelled for non-payment	4 504	4 165	3 636	3 850	4 911
customers with 2 or more plans cancelled in the previous 12 months	1 630	2 275	2 305	2 435	1 729
Disconnections					
residential disconnections	87	89	85	50	33
concession customers disconnected	37	35	26	23	11
customers disconnected who were on a payment plan in the previous 12 months	26	30	42	17	10
customers disconnected on more than one occasion in previous 24 months	2	0	0	0	0
Reconnections					
reconnections within 7 days	28	20	27	16	9
customers on a payment plan in the 12 months reconnected within 7 days	13	6	10	2	2
concession customers reconnected within 7 days	16	6	7	7	1
Hardship program					
customers on the hardship program	5 647	5 774	6 107	6 444	6 247
hardship customers with a concession	3 781	3 825	3 934	4 072	3 955
customers exiting the program	837	1 020	947	923	1 378
average debt upon entry to program $	2 627	2 749	2 665	2 226	2 276
debt $0 - $500	121	107	119	164	183
debt over $500 but less than or equal to $1 500	315	289	395	423	368
debt over $1 500 but less than or equal to $2 500	217	210	221	248	186
debt over $2 500	332	360	370	320	299
average debt $	2 552	2 460	2 520	2 418	2 133
customers who successfully completed	85	125	253	286	390

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
program					
customers excluded from program for non-compliance	542	670	445	416	710
customers who transferred or left the retailer	210	225	249	221	278
Complaints (residential)					
Billing	1 076	1 080	949	761	778
Marketing	3	1	0	7	2
customer transfer	4	9	1	3	3
Other	683	608	44	336	335
TOTAL	**1 951**	**1 881**	**1 638**	**1 222**	**1253**

Table 2: Aurora Energy quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	29 345	29 424	29 683	29 817	30 006
market contracts	4 316	982	3 980	3 940	3 884
Total small business	33 661	33 634	33 663	33 757	33 890
Payment difficulties					
customers repaying a debt	538	469	587	590	643
average customer debt $	1 633	2 309	2 066	2 245	2 386
Disconnections					
small business customers	9	11	8	5	5
Reconnections					
reconnections within 7 days	5	3	3	3	1
Complaints					
billing	162	196	154	142	137
marketing	0	0	0	0	0
customer transfer	0	1	1	0	0
other	86	52	44	53	0
TOTAL	**226**	**269**	**213**	**206**	**159**

Table 3: 1st Energy quarterly performance – residential

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	168	153	152	153	145
market offer	15 164	15 473	15 595	15 752	16 052
Payment difficulties					
customers repaying a debt	228	160	165	173	236
average amount $	482	434	317	562	350
debt over $500 but less than or equal to $1 500	62	30	27	45	37
debt over $1 500 but less than or equal to $2 500	14	4	4	7	11
debt over $2 500	6	5	5	7	3
Payment plans					
customers on a payment plan	188	125	106	116	91
customers who had their plan cancelled for non-payment	64	53	107	152	122
customers with 2 or more plans cancelled in the prev 12 months	92	0	66	81	74
Disconnections					
residential disconnections	70	60	48	52	66
concession customers disconnected	30	34	26	24	31
customers disconnected who were on a payment plan in the prev 12 months	45	44	35	24	43
customers disconnected on more than one occasion in prev 24 months	23	13	14	34	15
Reconnections					
reconnections within 7 days	19	16	19	26	34
customers on a payment plan in the prev12 months reconnected within 7 days	17	12	16	20	23
concession customers reconnected within 7 days	9	11	12	15	17
Hardship program					
customers on the hardship program	151	196	196	232	220
hardship customers with a concession	111	138	126	160	148
customers exiting the program	110	115	153	155	165
average debt upon entry to program	639	413	261	181	451
debt $0 - $500	65	116	122	166	108
debt over $500 but less than or equal to $1 500	21	33	24	18	32
debt over $1 500 but less than or equal to $2 500	8	8	6	4	8
debt over $2 500	7	3	1	3	5
average debt $	830	530	418	349	473
customers who successfully completed program	21	19	41	43	56
customers excluded from program for non-compliance	70	77	85	87	81
customers who transferred or left the retailer	19	19	27	25	28
Complaints (residential)					
billing	30	17	39	27	32
marketing	0	0	0	0	0

customer transfer	0	0	1	1	1
other	30	27	23	30	44
TOTAL	**62**	**44**	**64**	**58**	**77**

Table 4: 1st Energy quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	19	27	30	31	40
market contracts	1 433	1 480	1 589	1 628	1 615
Total small business	1 452	1 507	1 619	1 659	1 655
Payment difficulties					
customers repaying a debt	24	22	16	11	27
average customer debt $	1 234	1 974	232	1 166	1 032
Disconnections					
small business customers	3	10	12	4	3
Reconnections					
reconnections within 7 days	0	1	1	1	1
Complaints					
billing	1	3	1	1	3
marketing	0	0	0	1	0
customer transfer	0	1	0	0	0
other	0	8	4	4	2
TOTAL	**1**	**12**	**5**	**7**	**5**

Table 5: Shell Energy quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	162	140	159	143	162
market contracts	45	47	42	41	45
Total small business	207	187	201	184	207
Payment difficulties					
customers repaying a debt	3	4	3	4	4
average customer debt $	1 670	546	1 255	1 614	975
Disconnections					
small business customers	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
Complaints					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0

other	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**

Table 6: Energy Locals quarterly performance – residential

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	17	18	22	24	24
market offer	770	905	2 793	1 191	1 353
Total residential	787	932	2 815	1 215	1 377
Payment difficulties					
customers repaying a debt	13	10	9	15	18
average amount $	563	762	1 014	527	1 293
debt over $500 but less than or equal to $1 500	4	5	4	5	9
debt over $1 500 but less than or equal to $2 500	2	1	1	2	1
debt over $2 500	0	0	1	1	5
Payment plans					
customers on payment plan	11	13	15	14	15
customers who had their plan cancelled for non-payment	7	8	10	14	13
customers with 2 + plans cancelled (past 12 months)	2	2	1	1	2
Disconnections					
residential disconnections	2	2	3	3	1
concession customers disconnected	1	2	2	2	0
customers disconnected who were on a payment plan in the previous 12 months	0	0	0	0	0
customers disconnected on more than once occasion in previous 24 months	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	2	1	2	0
customers on a payment plan in the previous 12 months reconnected within 7 days	0	0	0	0	0
concession customers reconnected within 7 days	0	0	0	0	0
Hardship program					
customers on the hardship program	12	15	16	22	23
hardship customers with a concession	8	8	6	8	11
customers exiting the program	4	5	8	13	7
average debt upon entry to program	1 827	1 348	748	875	531
debt $0 - $500	1	3	6	9	5
debt over $500 but less than or equal to $1 500	1	2	0	2	1

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
debt over $1 500 but less than or equal to $2 500	1	0	0	1	0
debt over $2 500	2	2	2	1	1
average debt $	1 877	1 322	1 326	1 166	1 128
customers who successfully completed program	0	0	0	7	1
customers excluded for non-compliance	2	1	3	1	2
customers who transferred or left the retailer	2	4	3	51	4
Complaints (residential)					
billing	8	4	1	4	1
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	1	2	0	1	1
TOTAL	**10**	**6**	**2**	**5**	**2**

Table 7: Energy Locals quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	2	2	4	4	4
market contracts	58	62	63	68	71
Total small business	60	64	67	72	75
Payment difficulties					
customers repaying a debt	0	0	1	4	5
average customer debt $	0	0	1 064	846	1 325
Disconnections					
small business customers	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
Complaints					
billing	1	0	1	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
TOTAL	**1**	**0**	**2**	**0**	**0**

Table 8: CovaU quarterly performance – residential

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	5	6	2	1	7
market offer	276	280	293	307	300
Payment difficulties					
customers repaying a debt	29	31	39	47	62
average amount $	670	640	644	578	363
debt over $500 but less than or equal to $1 500	8	8	14	12	5
debt over $1 500 but less than or equal to $2 500	1	0	1	6	2
debt over $2 500	1	1	2	0	1
Payment plans					
customers on a payment plan	1	4	1	0	0
customers who had their plan cancelled for non-payment	0	2	0	2	2
customers with 2 or more plans cancelled in the prev 12 months	0	0	0	2	1
Disconnections					
residential disconnections	3	2	0	0	2
concession customers disconnected	2	1	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	0	1	0	0	0
customers disconnected on more than one occasion in prev 24 months	0	1	0	0	0
Reconnections					
reconnections within 7 days	1	0	0	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	1	0	0	0	0
concession customers reconnected within 7 days	1	0	0	0	0
Hardship program					
customers on the hardship program	12	15	18	20	23
hardship customers with a concession	7	6	0	1	0
customers exiting the program	2	6	0	4	4
average debt upon entry to program	1 713	1 880	1 572	1 546	1 779
debt $0 - $500	0	2	3	1	1
debt over $500 but less than or equal to $1 500	9	7	10	14	7
debt over $1 500 but less than or equal to $2 500	1	3	3	3	5
debt over $2 500	2	3	2	2	10
average debt $	2 800	2 463	3 152	3 609	3 449
customers who successfully completed program	1	2	0	2	0
customers excluded from program for non-compliance	1	4	0	2	4
customers who transferred or left the retailer	0	0	0	0	0
Complaints (residential)					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0

other	0	0	1	0	0
TOTAL	**0**	**0**	**1**	**0**	**0**

Table 9: CovaU quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	2	4	6	6	7
market contracts	178	182	198	206	247
Total small business	180	186	204	212	254
Payment difficulties					
customers repaying a debt	25	23	27	29	59
average customer debt $	805	848	1 052	973	914
Disconnections					
small business customers	0	0	0	0	1
Reconnections					
reconnections within 7 days	0	0	0	0	1
Complaints					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**

Table 10: Localvolts quarterly performance – residential[1]

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	0	0	0	0	0
market offer	15	17	9	13	18
Payment difficulties					
customers repaying a debt	0	0	0	0	0
average amount $	0	0	0	0	0
debt over $500 but less than or equal to $1 500	0	0	0	0	0
debt over $1 500 but less than or equal to $2 500	0	0	0	0	0
debt over $2 500	0	0	0	0	0
Payment plans					
customers on a payment plan	0	0	0	0	0
customers who had their plan cancelled for non-payment	0	0	0	0	0
customers with 2 or more plans cancelled in the prev 12 months	0	0	0	0	0
Disconnections					
residential disconnections	0	0	0	0	0
concession customers disconnected	0	0	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	0	0	0	0	0
customers disconnected on more than one occasion in prev 24 months	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	0	0	0	0	0
concession customers reconnected within 7 days	0	0	0	0	0
Hardship program					
customers on the hardship program	0	0	0	0	0
hardship customers with a concession	0	0	0	0	0
customers exiting the program	0	0	0	0	0
average debt upon entry to program	0	0	0	0	0
debt $0 - $500	0	0	0	0	0
debt over $500 but less than or equal to $1 500	0	0	0	0	0
debt over $1 500 but less than or equal to $2 500	0	0	0	0	0
debt over $2 500	0	0	0	0	0
average debt $	0	0	0	0	0
customers who successfully completed program	0	0	0	0	0
customers excluded from program for non-compliance	0	0	0	0	0
customers who transferred or left the retailer	0	0	0	0	0

[1] Localvolts entered the Tasmanian electricity retail market in 2022-23.

Complaints (residential)					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
TOTAL	0	0	0	0	0

Table 11: Localvolts quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	0	0	0	0	0
market contracts	94	25	17	27	32
Total small business	94	25	17	27	32
Payment difficulties					
customers repaying a debt	0	0	0	0	0
average customer debt $	0	0	0	0	0
Disconnections					
small business customers	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
Complaints					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
TOTAL	0	0	0	0	0

Table 13: Nectr Energy quarterly performance – residential[2]

	23-24	23-24	24-25	24-25	24-25

[2] Nectr entered the Tasmanian electricity retail market in Q2 2023-24.

	Q3	Q4	Q1	Q2	Q3
Customer numbers					
standing offer	0	0	0	0	0
market offer	78	78	65	64	63
Payment difficulties					
customers repaying a debt	0	0	0	0	0
average amount $	0	0	0	0	0
debt over $500 but less than or equal to $1 500	0	0	0	0	0
debt over $1 500 but less than or equal to $2 500	0	0	0	0	0
debt over $2 500	0	0	0	0	0
Payment plans					
customers on a payment plan	0	0	2	0	0
customers who had their plan cancelled for non-payment	0	0	0	0	0
customers with 2 or more plans cancelled in the prev 12 months	0	0	0	0	0
Disconnections					
residential disconnections	0	0	0	0	0
concession customers disconnected	0	0	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	0	0	0	0	0
customers disconnected on more than one occasion in prev 24 months	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	0	0	0	0	0
concession customers reconnected within 7 days	0	0	0	0	0
Hardship program					
customers on the hardship program	0	0	0	0	1
hardship customers with a concession	0	0	0	0	0
customers exiting the program	0	0	0	0	0
average debt upon entry to program	0	0	0	0	78
debt $0 - $500	0	0	0	0	1
debt over $500 but less than or equal to $1 500	0	0	0	0	0
debt over $1 500 but less than or equal to $2 500	0	0	0	0	0
debt over $2 500	0	0	0	0	0
average debt $	0	0	0	0	175
customers who successfully completed program	0	0	0	0	0
customers excluded from program for non-compliance	0	0	0	0	0
customers who transferred or left the retailer	0	0	0	0	0
Complaints (residential)					
billing	0	0	1	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
TOTAL	**0**	**0**	**1**	**0**	**0**

Table 14: Nectr quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	0	0	0	0	0
market contracts	0	0	0	0	0
Total small business					0
Payment difficulties					
customers repaying a debt	0	0	0	0	0
average customer debt $	0	0	0	0	0
Disconnections					
small business customers	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
Complaints					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**

Table 15: Solstice Energy quarterly performance – residential[3]

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	0	0	0	0	0
market offer	9	240	544	795	955
Payment difficulties					
customers repaying a debt	0	0	0	0	26
average amount $	0	0	0	0	269
debt over $500 but less than or equal to $1 500	0	0	0	0	6
debt over $1 500 but less than or equal to $2 500	0	0	0	0	0
debt over $2 500	0	0	0	0	0
Payment plans					
customers on a payment plan	0	0	0	0	40
customers who had their plan cancelled for non-payment	0	0	0	0	5
customers with 2 or more plans cancelled in the prev 12 months	0	0	0	0	0
Disconnections					
residential disconnections	0	0	0	0	0
concession customers disconnected	0	0	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	0	0	0	0	0
customers disconnected on more than one occasion in prev 24 months	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	0	0	0	0	0
concession customers reconnected within 7 days	0	0	0	0	0
Hardship program					
customers on the hardship program	0	0	0	1	5
hardship customers with a concession	0	0	0	0	0
customers exiting the program	0	0	0	0	0
average debt upon entry to program	0	0	0	366	583
debt $0 - $500	0	0	0	0	2
debt over $500 but less than or equal to $1 500	0	0	0	0	3
debt over $1 500 but less than or equal to $2 500	0	0	0	0	0
debt over $2 500	0	0	0	0	0
average debt $	0	0	0	366	817
customers who successfully completed program	0	0	0	0	0
customers excluded from program for non-compliance	0	0	0	0	0
customers who transferred or left the retailer	0	0	0	0	0

[3] Solstice Energy entered the Tasmanian electricity retail market in Q3 2023-24.

Complaints (residential)					
billing	0	0	5	8	5
marketing	0	0	0	1	0
customer transfer	0	0	0	0	2
other	0	2	3	2	10
TOTAL	**0**	**2**	**8**	**15**	**17**

Table 16: Solstice quarterly performance – small business

	23-24 Q3	23-24 Q4	24-25 Q1	24-25 Q2	24-25 Q3
Customer numbers					
standing offer	0	0	0	0	0
market contracts	0	1	12	36	209
Total small business	0	1	12	36	209
Payment difficulties					
customers repaying a debt	0	0	0	0	0
average customer debt $	0	0	0	0	0
Disconnections					
small business customers	0	0	0	0	0
Reconnections					
reconnections within 7 days	0	0	0	0	0
Complaints					
billing	0	0	5	1	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	3	1	1
TOTAL	**0**	**0**	**8**	**2**	**1**