

OTTER CUSTOMER CONSULTATIVE COMMITTEE

MEETING NO. 1/2017

2.30 PM WEDNESDAY 15 FEBRUARY 2017

MURRAY ROOM, THE TREASURY BUILDING,

21 MURRAY STREET, HOBART

AGENDA

2:30 pm Meeting commences

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| 2.30 | 1. Apologies |
| | 2. Ratify minutes from meeting of 14 December 2016 |
| 2.40 | 3. Electricity metering services - changes and how customers will be affected (TasNetworks) |
| 3.00 | 4. State Growth discussion on customer understanding of energy bills
1. Improving customer information to assist customers in understanding what drives their energy bills.
2. Ensure customers have the basic information required to evaluate retail product options.
(Sue Morrison and Daniel Peters, Department of State Growth) |
| 3.30 | 4. 2016 MAIB Pricing Inquiry - approach, key issues and timing
(Lana Hutchinson, OTTER) |
| 3.50 | Break |
| 4.00 | Update on TasWater's Price and Service Plan - consultation and next steps
(Ben Morris and Eamon Sullivan, TasWater) |
| 4.20 | 5. Tasmanian Ombudsman update
(Ray McKendrick, Ombudsman's Office) |
| 4.30 | 6. Projects on the go
1. Water and sewerage
a. Development of TasWater's Price and Service Plan submission
b. Development of minimum customer service standards
c. Audit of TasWater's 2015-16 Regulatory Accounts
d. Tasmanian Water and Sewerage State of the Industry Report 2015-16
2. Energy
a. Considerations for 2017-18 standing offer price reset
b. Review of the Wholesale Contract Regulatory Instrument
c. Interim Report of the Tasmanian Energy Security Taskforce
3. Electricity – Retail and Distribution Quarterly Performance Reports (Q2, 2016-17)
4. Water and Sewerage, Electricity and Gas Licensing (update)
5. Monopoly price regulation - Motor Accidents Insurance Board (MAIB) pricing
6. Regulation - OTTER draft structure of licence fees |
| 4.40 | 7. Other Business |

Meeting Dates for 2017:

Wednesday 24 May 2017 at 2.00pm

Wednesday 20 September 2017 at 2.00pm

Wednesday 20 December 2017 at 2.00pm