

OTTER CUSTOMER CONSULTATIVE COMMITTEE

MEETING NO. 4/2019

9.30AM - 12.00PM THURSDAY 5 DECEMBER 2019

MURRAY ROOM, THE TREASURY BUILDING,

21 MURRAY STREET, HOBART

## AGENDA

9.30	1. Apologies
	2. Minutes and actions from meeting of 17 September 2019
9.40	3. Electricity - Aurora Energy Your Energy Support Program (Craig McKinlay and Debbie Shearing, Aurora Energy)
10.00	4. Water and Sewerage - TasWater Customer Support Program (Tonia Worsley, TasWater)
10.30	5. Water and Sewerage - PSP4 Update - Customer engagement, sewerage charging, trade waste and service standards (Ben Morris, TasWater)
11.00	6. Energy - Energy Security Annual Review (David Richardson, OTTER)
11.30	7. Tasmanian Ombudsman Update (Ray McKendrick, Ombudsman's Office)
11.40	8. Projects on the go <ul style="list-style-type: none"><li>1. Water and sewerage<ul style="list-style-type: none"><li>a. TasWater quarterly capital expenditure update (Q1 2019-20)</li><li>b. Next pricing investigation</li></ul></li><li>2. Prescribed body inquiry - Aurora Energy</li><li>3. Energy<ul style="list-style-type: none"><li>a. Time varying feed-in tariffs</li><li>b. Wholesale Contract Pricing Investigations</li><li>c. 2019 Network Reliability Review</li><li>d. Energy Security Monitor and Assessor update</li><li>e. Decommissioning of Aurora Pay As You Go product</li><li>f. Update of customer usage profiles</li></ul></li><li>4. Taxi licence valuation</li><li>5. Electricity – Retail and Distribution Quarterly Performance Reports (Q1, 2019-20)</li><li>6. Water and Sewerage, Electricity and Gas Licensing - update</li></ul>
11.50	9. Other Business

Proposed next meeting date:

Thursday, 12 March 2020 at 9.30 am

Thursday, 18 June 2020 at 9.30 am