

OTTER CUSTOMER CONSULTATIVE COMMITTEE

MINUTES

MEETING NO. 1/2022 - THURSDAY 3 MARCH 2022

By MS Teams

10:30 am Meeting commenced

1. Welcome and apologies

Present

Mr Robert Mallett (Tasmanian Small Business Council)
Mr Jack Gilding (Tasmanian Renewable Energy Alliance)
Mr John Pauley (Council of the Ageing)
Mr Stephen Durney (Tasmanian Small Business Council)
Mr Geoff Fader (Tasmanian Small Business Council)
Mr Luke Doerner (Nekon)
Mr Sam Christensen (Ombudsman Tasmania)
Mr Ray McKendrick (Ombudsman Tasmania)
Ms Amy Abraham (Ombudsman Tasmania)

In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)
Mr Chris Lock (Director, OTTER)
Mr Glenn Bounds (Assistant Director, OTTER)
Mr Tristan Patterson (Manager, OTTER)
Ms Lana Hutchinson (Principal Policy Analyst, OTTER)
Ms Julia Ma (A/g Senior Research Officer, OTTER)
Ms Rebecca Clark (Principal Policy Analyst, OTTER)
Ms Estella Walker (Executive Officer, OTTER)
Ms Jordan Wierenga-Moore (Assistant Research Officer, OTTER)

Apologies

Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)
Ms Debra Lewis (Council of the Ageing Tasmania)

2. Ratify minutes from October 2021 meeting

The minutes from the meeting of 28 October 2021 were ratified.

3. Tasmanian Ombudsman Update

Ray McKendrick, Sam Christensen and Amy Abraham from Ombudsman Tasmania provided an update on complaints received by the Ombudsman in relation to energy and water and sewerage issues. No major issues were raised.

4. 2022 Standing Offer Investigation and Determination

Lana Hutchinson (Principal Policy Analyst, OTTER) gave a presentation on the 2022 Standing Offer Investigation and Determination.

5. 2022 Water and Sewerage Price Determination Investigation

Glenn Bounds (Assistant Director, OTTER) gave a presentation on the 2022 Water and Sewerage Price Determination Investigation.

6. 2022 Regulated Feed-in Tariff Rate Investigation and Determination

Lana Hutchinson (Principal Policy Analyst, OTTER) gave a presentation on the 2022 Regulated Feed-in Tariff Rate Investigation and Determination.

7. Projects on the Go

The committee members noted OTTER's *Projects on the Go* for October 2021. The paper covered the following issues:

1. Water and sewerage
 - a. 2022 Price Determination Investigation
 - b. Report on the State of the Tasmanian Water and Sewerage Industry 2020-21
2. Taxis
 - a. 2021 Owner-Operator Taxi Licence Reserve Prices Investigation
 - b. 2021 Taxi Fare Methodology Inquiry
3. Motor Accidents Insurance Board (MAIB) premiums
4. Energy
 - a. Energy Security Review
 - b. 2022 Standing Offer Prices
 - c. Regulated feed-in tariff rate investigation
 - d. Energy in Tasmania
 - e. Energy Security Monitor and Assessor status update and overview of current energy security position

- f. Wholesale Contract Regulator Instrument pricing investigation
- 5. Electricity – Retail and Distribution Quarterly Performance Reports
 - a. Retail performance report
- 6. Water and Sewerage, Electricity and Gas Licensing
- 7. Codes and Guidelines
 - a. Regulatory Reporting Guideline
- 8. Tasmanian Economic Regulator 2020-21 Annual Report
- 9. Appendix A- Retailer Performance

8. Other Business

There was no other business.

Next meeting

The next meeting will be held In July 2022 with the date to be determined.

The meeting closed at 12.42pm.