

OTTER CUSTOMER CONSULTATIVE COMMITTEE

MEETING NO. 3/2018

9.30 AM THURSDAY 20 SEPTEMBER 2018

MURRAY ROOM, THE TREASURY BUILDING,

21 MURRAY STREET, HOBART

DRAFT MINUTES

9:30 am Meeting commenced

1. Apologies

Present

Ms Bernadette Jago (TasCOSS)
Ms Margie Law (Anglicare Tasmania)
Mr Geoff Fader (Tasmanian Small Business Council)
Mr Robert Mallett (Tasmanian Small Business Council)
Mr Ray McKendrick (Energy Ombudsman Tasmania)
Ms Tanya Brown (Energy Ombudsman Tasmania)
Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)

In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)
Mr Dean Burgess (Director, OTTER)
Mr Jonathan Roe (Senior Research Officer, OTTER)
Mr Daniel Hanek (Principal Policy Analyst, OTTER)
Ms Belinda Hudson (Senior Research Officer, OTTER)
Ms Toulia Alvanos (Administrative Assistant, OTTER)

Apologies

Mr Peter Skillern (Tasmanian Farmers and Graziers Association)
Mr Nick Steel (Tasmanian Farmers and Graziers Association)
Mr Michael Bailey (Tasmanian Chamber of Commerce and Industry)
Mr David MacFie (Australian Competition and Consumer Commission)
Mr Brian Wightman (Property Council of Australia - Tasmania Division)
Ms Kate Cox (Energy Ombudsman Tasmania)
Ms Elizabeth Skirving (CEO, Rural Business Tasmania)
Ms Georgia Palmer (Local Government Association of Tasmania)
Cr Peter Rhodes (Flinders Council)

2. Ratify minutes from meeting 17 May 2018

The minutes from the meeting of 17 May 2018 were ratified.

3. Electricity - Government Feed-in Tariff Review - Update

Mr John Wimmer from the Department of State Growth delivered a presentation on the Government's Feed-in Tariff review. The presentation provided an overview of the key issues raised so far. It was noted that the review was still in progress and recommended outcomes were yet to be considered by the Government.

4. Water and Sewerage - Price Determination Investigation - Price and Service Plan approval and post investigation review

Mr Jonathan Roe (Senior Research Officer, OTTER) delivered a presentation on the 2018 Water and Sewerage Price Determination Investigation. The presentation outlined:

- The key issues addressed as part of the approval of TasWater's 2018-21 Price and Service Plan;
- the issues raised from the post investigation review (OTTER has conducted an internal review and has approached stakeholders to fill in a survey); and
- TasWater's key review/reform obligations moving forward.

It was mentioned that the Government-TasWater Memorandum of Understanding (MOU) will be presented to councils to be endorsed next week. If the councils endorse the MOU it will then be presented to the Parliament.

5. Tasmanian Ombudsman update

Ms Ray McKendrick (Office of the Energy Ombudsman) outlined the recent experience with complaints regarding electricity entities for the quarter ending June 2018. Mr McKendrick noted that Advanced Meter complaints were continuing, largely in relation to installation delays. Mr McKendrick noted that a recent workshop was held with industry and customer stakeholders. This workshop delivered a number of outcomes that may improve the advanced meter installation process. It was also mentioned that the May 2018 storm in the south of the State had also created some complaints in regards to TasNetworks compensation payments. This resulted in some TasNetworks customers receiving GSL payments.

6. Projects on the go

The Committee noted the September 2018 edition of Projects on the Go.

7. Other Business

Future meeting dates

It was agreed that the next meeting would be scheduled for Thursday 13 December 2018 at 9.30am.

The meeting closed at 11:00 am.