

OTTER CUSTOMER CONSULTATIVE COMMITTEE

MINUTES

MEETING NO. 3/2020 - 10.00 AM THURSDAY 17 SEPTEMBER 2020

By MS Teams / 21 MURRAY STREET, HOBART

10:00 am Meeting commenced

1. Welcome and apologies

Present

Mr Geoff Fader (Tasmanian Small Business Council)
Mr Robert Mallett (Tasmanian Small Business Council)
Mr Stephen Durney (TasCOSS)
Ms Elizabeth Skirving (CEO, Rural Business Tasmania)
Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)
Mr Jack Gilding (Tasmanian Renewable Energy Alliance)
Mr Ray McKendrick (Energy Ombudsman, Ombudsman Tasmania) (Item 3)
Ms Elizabeth Skirving (CEO, Rural Business Tasmania)
Mr John Pauley (Council on The Ageing, Tasmania)
Ms Tracey Brown (Energy Ombudsman, Ombudsman Tasmania)
Mr Neils Stecher (Australian Competition and Consumer Commission)
Mr Sam Christensen (Ombudsman Tasmania) (Item 3)

In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)
Mr Chris Lock (Director, OTTER)
Mr Glenn Bounds (Assistant Director, OTTER)
Ms Julia Ma (Research Officer, OTTER)
Ms Estella Walker (Executive Officer, OTTER)
Mr Alexander Hansson (Assistant Research Officer, OTTER)

Apologies

Mr Michael Bailey (Tasmanian Chamber of Commerce and Industry)
Mr Andrew Hunt (Australian Competition and Consumer Commission)
Mr Luke Sheehan (Australian Competition and Consumer Commission)
Mr Brian Wightman (Property Council of Australia - Tasmania Division)
Ms Kate Cox (Energy Ombudsman Tasmania)
Ms Rosalind Herbert (Council on The Ageing, Tasmania)
Ms Georgia Palmer (Local Government Association of Tasmania)
Mr Tommy Wong (Tasmanian Chamber of Commerce and Industry)
Ms Margie Law (Anglicare Tasmania)

2. Ratify minutes from June 2020 meeting

There was no meeting held in June 2020.

3. Tasmanian Ombudsman Update

Mr Ray McKendrick and Mr Sam Christensen from Ombudsman Tasmania provided an update on complaints received by the Ombudsman in relation to energy and water and sewerage issues respectively.

4. Comparison of electricity and gas prices available to small customers in Australia - September 2020

Ms Julia Ma (Research Officer, OTTER) gave a presentation on the Regulator's draft price comparison report: *Comparison of electricity and gas prices available to small customers in Australia - September 2020*.

5. Electricity - Aurora Energy - ToU tariff

Ms Amy Abraham (Senior Stakeholder Engagement Advisor) and Mr Ian Hermanis (Customer Success Lead) delivered a presentation on Aurora Energy's process and marketing with respect to customers choosing to switch (opt-in) to Time-of-Use tariffs.

6. Projects on the Go

The committee members noted OTTER's *Projects on the Go* for September 2020. The paper covered the following issues:

1. Water and sewerage
 - a. Next pricing investigation - status update
 - b. 2019-20 Report on the State of the Tasmanian Water and Sewerage Industry
2. Motor Accidents Insurance Board (MAIB) 2021 Pricing Inquiry
3. Competitive Neutrality - Update on current investigations
4. Energy
 - a. Next Standing Offer prices and regulated FIT Rate investigations 2018-19 Energy in Tasmania Report
 - b. Energy in Tasmania Report
 - c. Energy Security Monitor and Assessor update
5. Electricity – Quarterly Performance Reports (Q4, 2019-20)
 - a. Retail performance report
 - b. Distribution performance report - TasNetworks
6. Water and Sewerage, Electricity and Gas Licensing Update

7. Other Business

Mr John Pauley (Council on The Ageing, Tasmania) raised concerns about Aurora Energy charging customers 11 cents per day (\$40.15 per annum) for the *Aurora+* app to obtain customer usage and other data previously provided free-of-charge under its now decommissioned *Aurora online* service. Mr Pauley also referred to the amount of time it takes to obtain usage data from Aurora Energy via the alternative paper form based approach.

The Regulator undertook to ask Aurora to attend the December OCCC meeting to deliver a presentation on these issues and to also provide an update on the implementation of Aurora Energy's new billing system.

Next meeting

It was agreed that the next meeting will be scheduled for 11 December 2020.

The meeting closed at 11.30 am.